Phaser® 8500/8550

XEROX®

color printer

User Guide

Guide d'utilisation

Guida dell'utente

Benutzerhandbuch

Guía del usuario

Guia do Usuário

Gebruikershandleiding

Användarhandbok

Руководство пользователя

ユーザ ガイド

www.xerox.com/office/support

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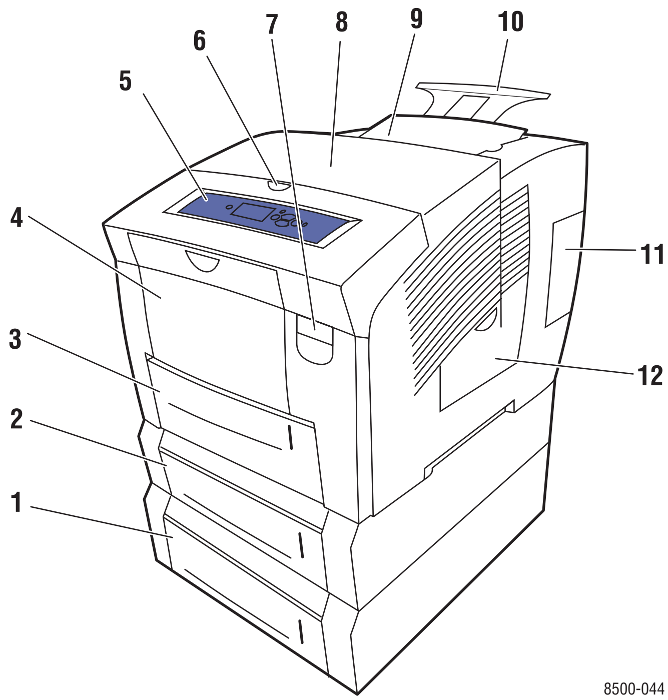
1 Printer Features

This chapter includes:

Parts of the Printer

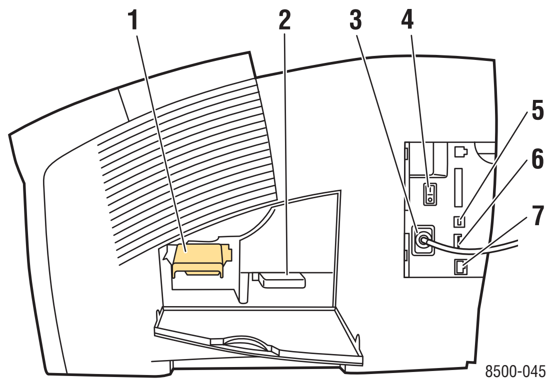
This section includes:

Front-Right View



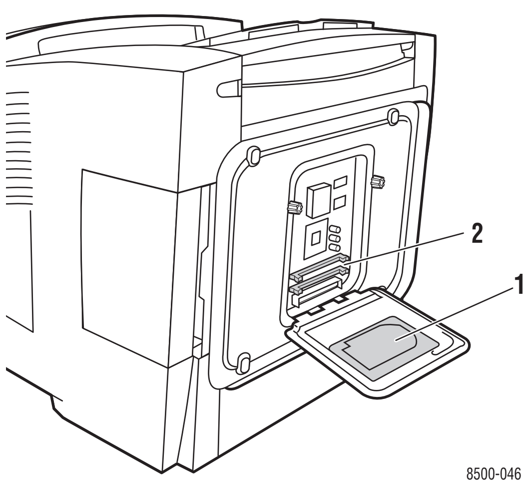
1. Optional 525-Sheet Feeder (Tray 4)
2. Optional 525-Sheet Feeder (Tray 3)
3. Standard 525-Sheet Tray 2
4. 100-Sheet Tray 1
5. Control panel
6. Exit cover release
7. Front cover release
8. Exit cover
9. Ink loader/Top cover
10. Legal/A4 output tray extension
11. Interface cover
12. Side door

Right Side View



1. Maintenance kit
2. Waste tray
3. Power cord connection
4. Power switch
5. USB connection
6. Configuration card
7. Ethernet 10/100 Base-T connection

Rear View



1. Optional hard drive
2. Two RAM slots

Printer Configurations

This section includes:

Standard Features

- Maximum print speed (pages per minute) based on letter-size plain paper:

Phaser 8500 Color Printers	Phaser 8550 Color Printers
PostScript Print-Quality Modes ■ Fast: 24 ppm ■ Enhanced: 12 ppm **PCL Print-Quality Modes** ■ 300 x 600 dpi: 13 ppm	**PostScript Print-Quality Modes** ■ Fast: 30 ppm ■ Standard: 24 ppm ■ Enhanced: 16 ppm ■ High Resolution/Photo: 10 ppm **PCL Print-Quality Modes** ■ 300 x 600 dpi: 16 ppm ■ 600 x 600 dpi: 8 ppm

- Fonts: PostScript and PCL
- Trays
  - Tray 1 and Tray 2: all Phaser 8500/8550 printers
  - Tray 3: Phaser 8550DT
  - Trays 3 and 4: Phaser 8550DX
- Connection: USB, Ethernet 10/100 Base-T

Available Configurations

	Printer Configurations				
	8500N	**8500DN**	**8550DP**	**8550DT**	**8550DX**
Memory (MB)	128	128	256	256	512
Internal Hard Drive	No*	No*	No*	No*	Yes
Automatic 2-Sided Printing	No	Yes	Yes	Yes	Yes
10/100 Ethernet Connection (networking)	Yes	Yes	Yes	Yes	Yes
525-Sheet Feeder (Tray 3)	No*	No*	No*	Yes	Yes
525-Sheet Feeder (Tray 4)	No*	No*	No*	No*	Yes

*This option can be purchased separately for this configuration.

Options

You can order additional trays, memory, and an internal hard drive if these items are not standard on your printer.

Additional Trays

- 525-Sheet Feeder (Tray 3)
- 525-Sheet Feeder (Tray 4)

Memory

RAM memory cards: 128 MB, 256 MB, or 512 MB (up to a total of 1 GB)

Internal Hard Drive

The internal hard drive provides additional printer features:

- Secure, proof, personal, and saved print jobs
- Font storage

Upgrades

To order the Phaser 8550DP to 8550DX upgrade kit, contact your local reseller or go to www.xerox.com/office/8500_8550supplies.

Control Panel

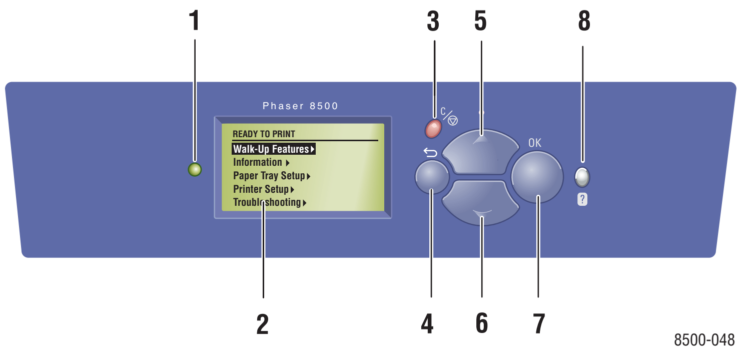
This section includes:

Control Panel Features

The control panel:

- Displays the printer's operating status (for example, **Printing, Ready to Print**), printer errors, and warnings.
- Prompts you to load paper, order and replace supplies, and clear jams.
- Enables you to access tools and information pages to help resolve problems.
- Enables you to change printer and network settings.

Control Panel Layout



1. Status Indicator LED:

   Green: Printer is ready to print.

   Yellow: Warning condition, printer continues to print.

   Red: Startup sequence or error condition.

   Blinking: Printer is busy or warming up.

2. Graphic display indicates status messages and menus.
3. **Cancel** button

   Cancels the current print job.

4. **Back** button

   Returns to the previous menu item.

5. **Up Arrow** button

   Scrolls upward through the menus.

6. **Down Arrow** button

   Scrolls downward through the menus.

7. **OK** button

   Accepts the setting selected.

8. **Help** (**?**) button

   Displays a help message with information about the printer, such as printer status, error messages, and maintenance information.

Menu Map

The Menu Map helps you navigate the control panel menus. To print the Menu Map:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Menu Map**, and then press the **OK** button to print.

Note: Print the Menu Map to see other information pages available for printing.

Information Pages

Your printer comes with a set of information pages to help you obtain the best results from your printer. Access these pages from the control panel. Print the Menu Map to see where these information pages are located in the control panel menu structure.



Note: This print icon appears before the titles of information pages that can be printed. When the information page is highlighted on the control panel, press the **OK** button to print that page.

For example, to print the Configuration page, which displays current information about your printer, do the following:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Information Pages**, and then press the **OK** button.
3. Select **Configuration Page**, and then press the **OK** button to print.

Note: You can also print the Configuration page from CentreWare IS and from the printer driver.

Sample Pages

Your printer comes with a set of sample pages that demonstrate different printer functions.

To print sample pages:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Sample Pages**, and then press the **OK** button.
3. Select the desired sample page, and then press the **OK** button to print.

Color Sampler Pages

The color sampler pages are designed to help you select colors to use in your print jobs. Each sampler page lists either the percentages of cyan, magenta, yellow, and black that are used, or the amounts (from 0 to 255) of red, green, and blue that are used.

Note: Before you print the sampler pages, select the appropriate default print-quality mode and color correction on the control panel for your print job.

To print the color sampler pages:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Sample Pages**, and then press the **OK** button.
3. Select either **CMYK Sampler Pages** or **RGB Sampler Pages**, and then press the **OK** button to print.

See also:

Advanced Features Guide at www. xerox.com/office/8500_8550support

More Information

This section includes:

Obtain information regarding your printer and its capabilities from the following sources.

Resources

Information	Source
Setup Guide*	Packaged with printer
Quick Reference Guide*	Packaged with printer
User Guide (PDF)	www.xerox.com/office/8500_8550support
Advanced Features Guide (PDF)	www.xerox.com/office/8500_8550support
Video Tutorials	www.xerox.com/office/8500_8550support
Printer Management Tools	www.xerox.com/office/pmtools
infoSMART Knowledge Base	www.xerox.com/office/8500_8550infoSMART
PhaserSMART	www.phaserSMART.com
Technical Support	www.xerox.com/office/8500_8550support
Information about menu selection or error messages on control panel	Control panel **Help** (**?**) button
Information pages	Control panel menu

* Also available on the Support website.

Xerox Support Centre

The **Xerox Support Centre** is a utility that is installed during printer driver installation. It appears on the desktop for Windows systems and is placed in the Utilities folder for Mac systems. It provides a central location for accessing the following information:

- User manuals and video tutorials
- Solutions to troubleshooting problems
- Printer and supplies status
- Supplies ordering and recycling
- Answers to frequently asked questions
- Default printer driver settings (Windows only)

To start the Xerox Support Centre utility:

1. Select one of the following options:
   - **Windows**: Double-click the **Xerox Support Centre** icon on your desktop.
   - **Macintosh**: Select the **Applications** folder, select the **Utilities** folder, and then double-click **Xerox Support Centre**.



Xerox Support Centre

2. Select your printer from the **Select Printer** drop-down list.

2 Network Basics

This chapter includes:

This chapter provides basic information about setting up and connecting to your printer.

See also:

Advanced Features Guide at www.xerox.com/office/8500_8550support

Overview of Network Setup and Configuration

To set up and configure the network:

1. Turn on the printer and the computer.
2. Connect the printer to the network using the recommended hardware and cables.
3. Configure the printer's network address, which is required to identify the printer on the network.
   - Windows operating systems: Run the Installer on the *Software and Documentation CD-ROM* to automatically set the printer's IP address if the printer is connected to an established TCP/IP network. You can also manually set the printer's IP address on the control panel.
   - Macintosh systems: Manually set the printer's network address (for TCP/IP) on the control panel.
4. Install the driver software on the computer from the *Software and Documentation CD-ROM*. For information on driver installation, see the section in this chapter for the specific operating system you are using.

Note: If the *Software and Documentation CD-ROM* is not available, you can download the latest driver from www.xerox.com/office/drivers.

Setting Up the Network

This section includes:

Choosing a Connection Method

Connect the printer to the network via Ethernet or USB. Hardware and cabling requirements vary for the different connection methods. Cabling and hardware are generally not included with your printer and must be purchased separately.

Connecting via Ethernet (Recommended)

Ethernet can be used for one or more computers. It supports many printers and systems on an Ethernet network. An Ethernet connection is recommended because it is faster than a USB connection. It also allows you direct access to CentreWare Internet Services (IS). CentreWare IS provides a simple interface that enables you to manage, configure, and monitor networked printers from your desktop using an embedded web server. For complete information about CentreWare IS, click the **Help** button in CentreWare IS to go to the *CentreWare IS Online Help*.

Network Connection

Depending on your particular setup, the following hardware and cabling is required for Ethernet.

- If you are connecting to one computer, an Ethernet RJ-45 crossover cable is required.
- If you are connecting to one or more computers with a hub, an Ethernet hub and two twisted-pair (category 5/RJ-45) cables are required.
- If you are connecting to one or more computers using a cable or DSL router, a cable or DSL router and two or more twisted-pair (category 5/RJ-45) cables are required. (One cable for each device.)
- If you are connecting to one or more computers with a hub, connect the computer to the hub with one cable, and then connect the printer to the hub with the second cable. Connect to any port on the hub except the uplink port.

TCP/IP and EtherTalk are the most common protocols used with Ethernet. To print using a TCP/IP protocol, each computer and printer requires a unique IP address.

See also:

Configuring the Network Address on page 2-5

Installing the Printer Drivers on page 2-9

Standalone (Cable or DSL) Network Connection

For information about setting up a cable or DSL connection for your printer, go to www.xerox.com/office/8500_8550infosmart.

See also:

infoSMART Knowledge Base Networking Documents (English Only) on page 2-12

Connecting via USB

If you are connecting to one computer, a USB connection offers fast data speeds. However, a USB connection is not as fast as an Ethernet connection. To use USB, PC users must have Microsoft Windows 98 SE, Windows Me, Windows XP, or Windows 2000. Macintosh users must use Mac OS 9.x and higher.

USB Connection

A USB connection requires a standard A/B USB cable. This cable is not included with your printer and must be purchased separately. Verify that you are using the correct USB cable for your connection.

1. Connect one end of the USB cable to the printer and turn it on.
2. Connect the other end of the USB cable to the computer.

See also:

Installing the Printer Drivers on page 2-9

Configuring the Network Address

This section includes:

TCP/IP and IP Addresses

If your computer is on a large network, contact your network administrator for the appropriate TCP/IP addresses and additional configuration information.

If you are creating your own small Local Area Network or connecting the printer directly to your computer using Ethernet, follow the procedure for automatically setting the printer's Internet Protocol (IP) address.

PCs and printers primarily use TCP/IP protocols to communicate over an Ethernet network. With TCP/IP protocols, each printer and computer must have a unique IP address. It is important that the addresses are similar, but not the same; only the last digit needs to be different. For example, your printer can have the address 192.168.1.2 while your computer has the address 192.168.1.3. Another device can have the address 192.168.1.4.

Generally, Macintosh computers use either TCP/IP or the EtherTalk protocol to talk to a networked printer. For Mac OS X systems, TCP/IP is preferred. Unlike TCP/IP, however, EtherTalk does not require printers or computers to have IP addresses.

Many networks have a Dynamic Host Configuration Protocol (DHCP) server. A DHCP server automatically programs an IP address into every PC and printer on the network that is configured to use DHCP. A DHCP server is built into most cable and DSL routers. If you use a cable or DSL router, see your router's documentation for information on IP addressing.

See also:

infoSMART Knowledge Base Networking Documents (English Only) on page 2-12

Automatically Setting the Printer's IP Address

If the printer is connected to a small established TCP/IP network without a DHCP server, use the installer on the *Software and Documentation CD-ROM* to detect or assign an IP address to your printer. For further instructions, insert the *Software and Documentation CD-ROM* into your computer's CD-ROM drive. After the Installer launches, follow the prompts for installation.

Note: For the automatic Installer to function, the printer must be connected to an established TCP/IP network.

Dynamic Methods of Setting the Printer's IP Address

Set the printer's IP address using any of the following methods. DHCP is enabled by default on all Phaser printers.

- DHCP
- CentreWare IS
- AutoIP

Information Required for Manual IP Addressing

Information	Comments
Internet Protocol (IP) address of the printer	Format is *xxx.xxx.xxx.xxx*, where *xxx* represents a decimal number from 0–255.
Network Mask	If you are unsure, leave this blank; the printer chooses an appropriate mask.
Default Router/Gateway address	Router address is required to communicate with the host device from anywhere other than the local network segment.

Enabling DHCP on the Printer

Verify that the printer DHCP protocol is enabled by setting the control panel or by using CentreWare IS. DHCP is enabled by default on all Phaser printers.

Note: To determine the printer's IP address, select **Printer Identification** on the control panel.

See also:

Control Panel Features on page 1-6

Changing or Modifying the IP Address Using CentreWare IS

CentreWare IS provides a simple interface that enables you to manage, configure, and monitor networked printers from your desktop using an embedded web server. For complete information about CentreWare IS, click the **Help** button in CentreWare IS to go to the *CentreWare IS Online Help*.

After setting the printer's IP address, you can modify TCP/IP settings using CentreWare IS.

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).
3. Click **Properties**.
4. Select the **Protocols** folder on the left sidebar.
5. Select **TCP/IP**.
6. Enter or modify the settings, and then click **Save Changes** at the bottom of the page.

Using Host Names with the Domain Name Service (DNS)

The printer supports DNS through an embedded DNS resolver. The DNS resolver protocol communicates with one or more DNS servers to resolve the IP address for a given host name or the host name for a given IP address.

To use an IP host name for the printer, the system administrator must configure one or more DNS servers and a local DNS domain name space database. To set up the printer for DNS, supply a maximum of two DNS name server IP addresses.

Dynamic Domain Name Service (DDNS)

The printer supports Dynamic DNS through DHCP. You must have DHCP enabled on the printer for DDNS to function. Your network's DHCP server must also support Dynamic DNS updates through option 12 or option 81 support. See your network administrator for details.

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).
3. Select **Properties**.
4. Select the **Protocols** folder on the left sidebar.
5. Select **TCP/IP**.
6. In the BOOTP/DHCP Settings section, set the **BOOTP/DHCP** option to **ON**.
7. To enable DDNS, enter the following DDNS/WINS settings information:
   - **DDNS:** Set to **ON**.
   - **Release Host Name:** Set to **NO**.
   - **DDNS/WINS Name:** Use the default name provided by Xerox or enter another name.
   - **Primary WINS Server** (optional)
   - **Secondary WINS Server** (optional)
8. Click **Save Changes** when you are finished entering the settings.

Manually Setting the Printer's IP Address

Note: Verify that your computer has a properly configured IP address for your network. Contact your network administrator for more information.

If you are on a network without a DNS server, or in an environment where the network administrator assigns printer IP addresses, you can use this method to manually set the IP address. Manually setting the IP address overrides DHCP and AutoIP. Alternatively, if you are in a small office with a single PC and use a dialup modem connection, you can manually set the IP address.

1. On the control panel, select **Printer Setup**, and then press the **OK** button.
2. Select **Connection Setup**, and then press the **OK** button.
3. Select **Network Setup**, and then press the **OK** button.
4. Select **TCP/IP Setup**, and then press the **OK** button.
5. Select **DHCP/BOOTP**, and then press the **OK** button to select **Off**.
6. Select **TCP/IP Address**, and then press the **OK** button.
7. Enter the printer's IP address, and then press the **OK** button.

Installing the Printer Drivers

This section includes:

Available Drivers

To access special printing options, use a Xerox printer driver.

Xerox provides drivers for a variety of page description languages and operating systems. The following printer drivers are available:

Printer Driver	Source*	Description
Windows PostScript Driver	CD-ROM and Web	The PostScript driver is recommended to take full advantage of your system's custom features and genuine Adobe® PostScript®. (Default printer driver)
PCL Driver	Web only	The Printer Command Language driver can be used for applications requiring PCL. **Note:** For Windows 2000 and Windows XP only.
Xerox Walk-Up Printing Driver (Windows)	Web only	This driver enables printing from a PC to any Xerox PostScript-enabled printer. This is especially helpful for mobile professionals who travel to multiple locations and need to print to different printers.
Macintosh OS 9.x Driver	CD-ROM and Web	This driver enables printing from a Mac OS 9.x operating system.
Mac OS X (version 10.2 and higher) Driver	CD-ROM and Web	This driver enables printing from a Mac OS X (version 10.2 and higher) operating system.
UNIX Driver	Web only	This driver enables printing from a UNIX operating system.

* Go to www.xerox.com/office/drivers for the latest printer drivers.

Windows 98 SE or Later and Windows 2000 or Later

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the computer's CD-ROM drive. If the installer does not launch, do the following:
   a. Click **Start**, and then click **Run**.
   b. In the **Run** window, type: **<CD drive>:\INSTALL.EXE**.
2. Select your desired language from the list.
3. Select **Install Printer Driver**.
4. Select the installation method you want to use, and then follow the onscreen instructions.

See also:

infoSMART Knowledge Base Networking Documents (English Only) on page 2-12

Macintosh OS 9.x

Create a desktop USB printer or use EtherTalk to install the printer driver.

USB

A USB-connected printer does not display in the Chooser. To create a desktop USB printer:

1. Insert the *Software and Documentation CD-ROM* into the CD-ROM drive.
2. Use the **Desktop Printer Utility** to create a desktop USB printer. The utility is located in the **PhaserTools** folder that is created during the software installation.

See also:

infoSMART Knowledge Base Networking Documents (English Only) on page 2-12

EtherTalk

Note: If you use EtherTalk, Macintosh computers do not require IP addresses.

Follow these steps to install the printer driver:

1. Open the **AppleTalk Control Panel**.
2. Verify that the **Ethernet** port is the selected network port.
3. Double-click the installer on the *Software and Documentation CD-ROM* to install the printer driver.
4. Open the **Chooser**, and then click the **LaserWriter** driver.
5. From the right column of the **Chooser**, select the printer, and then click **Create** to create the desktop printer.

See also:

Advanced Features Guide at www.xerox.com/office/8500_8550support for additional printer driver installation information

Macintosh OS X Version 10.2 and Higher

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the CD-ROM drive.
2. Open the **Print Center** utility.

   Note: In Macintosh OS X version 10.3 or higher, the utility is called **Printer Setup Utility**. To locate utilities on the Macintosh hard drive, open the **Applications** folder, and then open the **Utilities** folder.

3. Click the **Add** icon in the Printer List window, and then select **Rendezvous** from the drop-down menu.
4. Select the printer in the window.
5. Select **Xerox** from the list of manufacturers in the lower drop-down menu.
6. Select the appropriate printer model from the list of available devices.
7. Click the **Add** button.

See also:

infoSMART Knowledge Base Networking Documents (English Only) on page 2-12

infoSMART Knowledge Base Networking Documents (English Only)

Go to www.xerox.com/office/8500_8550infoSMART to view these documents.

Reference Name	Title
R1002033188	Basic TCP/IP Tutorial and Home Networking Guidelines
R1002018545	Understanding TCP/IP Addressing and Subnetting Basics
R1024022599	Installing the Printer Driver in Windows 9x When Using a USB Connection
R1021021735	Installing the Printer Driver in Windows 2000 When Using a USB Connection
R1021021287	Installing the Printer Driver in Windows XP When Using a USB Connection
R1021022563	Installing the Printer for a USB Connection in Mac OS 9
R1021022417	Installing the Printer for a USB Connection in Mac OS X 10.3.1 (and later)

3 Printing Basics

This chapter includes:

See also:

Using paper trays video tutorials at www.xerox.com/office/8500_8550support

Overview of Basic Steps

1. Load paper in the tray.
2. If you are prompted by the control panel, either confirm the paper type and size or change it as required.
3. From the software application, access the **Print** dialog box, and then select printing options in the printer driver.
4. Send the job to the printer from the software application's **Print** dialog box.

See also:

Loading Paper on page 3-8
Selecting Printing Options on page 3-20
Printing on Specialty Media on page 3-28

Supported Paper and Media

This section includes:

Your printer is designed to be used with a variety of paper types. Follow the guidelines in this section to ensure the best print quality and to avoid jams.

For best results, use Xerox printing media specified for your Phaser 8500/8550 printer. They are guaranteed to produce excellent results with your printer.

To order paper, transparencies, or other specialty media, contact your local reseller or go to www.xerox.com/office/supplies.

See also:

Recommended Media List at www.xerox.com/office/8500_8550support

Caution: Damage caused by using unsupported paper, transparencies, and other specialty media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

Paper Usage Guidelines

The printer trays accommodate most sizes and types of paper, transparencies, or other specialty media. Follow these guidelines when loading paper and media in the trays:

- Use only recommended Xerox transparencies; print quality may vary with other transparencies. See the *Recommended Media List* at www.xerox.com/office/8500_8550support.
- Do not print on label stock once a label has been removed from a sheet.
- Use only paper envelopes.
- Use business/official and Baronial style envelopes with diagonal seams only.
- Print all envelopes single-sided only.
- Fan paper, transparencies, or other specialty media before loading them in the paper tray.
- Do not overload the paper trays.

See also:

Printing Transparencies on page 3-28
Printing Envelopes on page 3-34
Printing Labels on page 3-40
Printing Glossy Paper on page 46
Printing Custom Size Paper on page 3-52

Paper That Can Damage Your Printer

Your printer is designed to use a variety of media types for print jobs. However, some media can cause poor output quality, increased paper jams, or damage to your printer.

Unacceptable media includes:

- Rough or porous media
- Paper that has been photocopied
- Paper with cutouts or perforations
- Paper with a pre-punched hole in the center of the short edge
- Paper with staples attached
- Envelopes with windows, metal clasps, side seams, or adhesives with release strips

Paper Storage Guidelines

Providing good storage conditions for your paper and other media contributes to optimum print quality.

- Store paper in dark, cool, relatively dry locations. Most paper items are susceptible to damage from ultraviolet (UV) and visible light. UV radiation, which is emitted by the sun and fluorescent bulbs, is particularly damaging to paper items. The intensity and length of exposure to visible light on paper items should be reduced as much as possible.
- Maintain constant temperatures and relative humidity.
- Avoid attics, kitchens, garages, and basements for storing paper. Inside walls are drier than outside walls where moisture can collect.
- Store paper flat. Paper should be stored on pallets, cartons, shelves, or in cabinets.
- Avoid having food or drinks in the area where paper is stored or handled.
- Do not open sealed packages of paper until you are ready to load them into the printer. Leave paper in the original packaging. For most commercial cut-size grades, the ream wrapper contains an inner lining that protects the paper from moisture loss or gain.
- Leave the media inside the bag until you are ready to use it; reinsert unused media in the bag and reseal it for protection. Some specialty media is packaged inside resealable plastic bags.

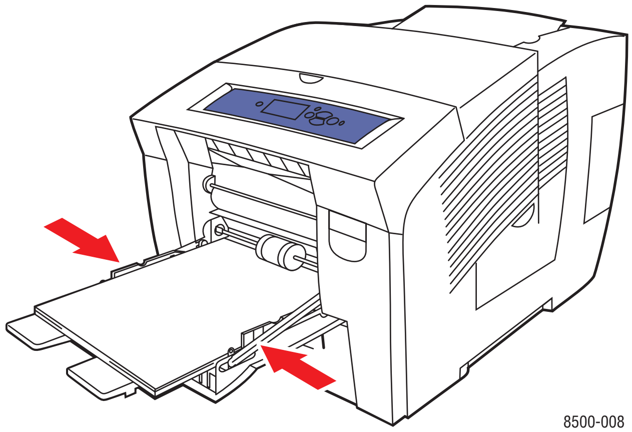
Supported Paper Sizes and Weights

The following sections provide information about paper sizes and weights supported in the printer trays. For more detailed information about supported paper and other media, print the Paper Tips page:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Information Pages**, and then press the **OK** button.
3. Select **Paper Tips**, and then press the **OK** button to print.

To order paper, transparencies, or other specialty media, contact your local reseller or go to www.xerox.com/office/supplies.

Supported Paper Sizes and Weights for Tray 1



60–220 g/m^2 (16–40 lb. Bond, 50–80 lb. Cover)

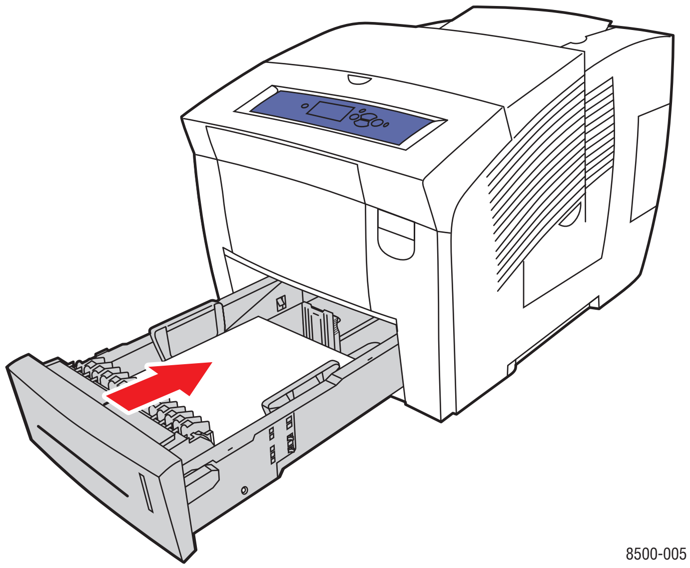


Index Card	3.0 x 5.0 in.	**Custom Sizes** Width: 76–216 mm (3.0–8.5 in.) Height: 127–356 mm (5.0–14.0 in.) **Margins** 5 mm on all sides
Statement	5.5 x 8.5 in.	
Executive	7.25 x 10.5 in.	
Letter	8.5 x 11.0 in.	
US Folio	8.5 x 13.0 in.	
Legal	8.5 x 14.0 in.	
A4	210 x 297 mm	
A5	148 x 210 mm	
A6	105 x 148 mm	
B5 JIS	182 x 257 mm	
ISO B5	176 x 250 mm	




Monarch	3.87 x 7.5 in.	**Margins** ■ 5 mm on the side, 15 mm on the top and bottom: Monarch #10 Commercial A7 Baronial (#5 ½) #6 ¾ Choukei 3 Gou Choukei 4 Gou ■ 5 mm on the side, 20 mm on the top and bottom: 6 x 9 DL C5
#10 Commercial	4.12 x 9.5 in.	
A7	5.25 x 7.25 in.	
Baronial (#5 ½)	4.375 x 5.75 in.	
#6 ¾	3.625 x 6.5 in.	
6 x 9	6.0 x 9.0 in.	
DL	110 x 220 mm	
C5	162 x 229 mm	
Choukei 3 Gou	120 x 235 mm	
Choukei 4 Gou	90 x 205 mm	

Supported Paper Sizes and Weights for Trays 2, 3, or 4



	60–120 g/m^2 (16–32 lb. Bond)		
	**Statement**	5.5 x 8.5 in.	**Margins** 5 mm on all sides
	Executive	7.25 x 10.5 in.	
	Letter	8.5 x 11.0 in.	
	US Folio	8.5 x 13.0 in.	
	Legal	8.5 x 14.0 in.	
	A4	210 x 297 mm	
	A5	148 x 210 mm	
	A6	105 x 148 mm	
	B5 JIS	182 x 257 mm	
	ISO B5	176 x 250 mm	
	**#10 Commercial**	4.12 x 9.5 in.	**Margins** ■ 5 mm on the side, 15 mm on the top and bottom: #10 Commercial ■ 5 mm on the side, 20 mm on the top and bottom: C5 DL
	C5 (side flap only)	162 x 229 mm	
	DL	110 x 220 mm	

Loading Paper

This section includes:

Loading Paper in Tray 1

Use Tray 1 for a wide range of media types including:

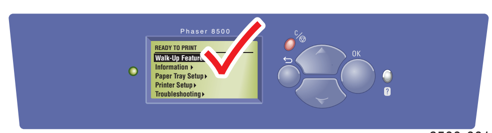
- Plain paper, letterhead, colored paper, and pre-printed paper
- Card stock
- Labels
- Envelopes
- Transparencies
- Specialty media (including business cards, photo paper, postcards, pre-punched paper, weatherproof paper, and trifold brochures)
- Pre-printed paper (paper already printed on one side)
- Custom size paper

See also:

Supported Paper Sizes and Weights for Tray 1 on page 3-6
Printing on Specialty Media on page 3-28

Advanced Features Guide at www.xerox.com/office/8500_8550support

Note: If you change the paper in Tray 1, select the correct paper type and size on the control panel.



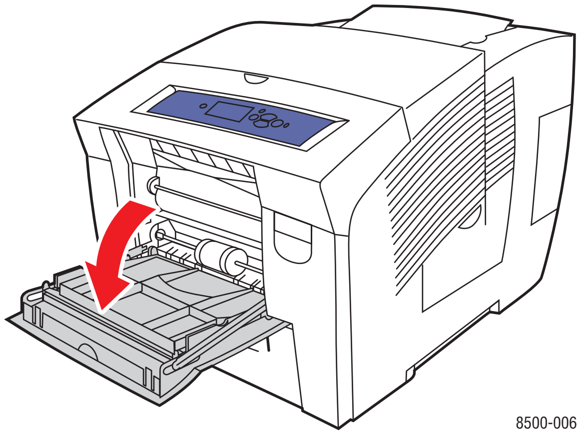
8500-001

The media capacity for Tray 1 is:

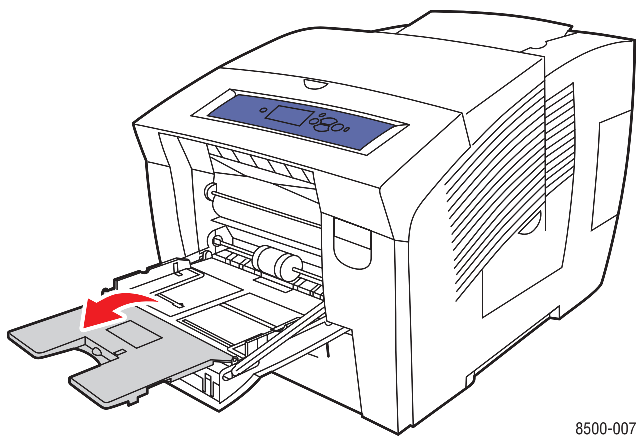
- 100 sheets of plain paper (20 lb. Bond)
- 50 sheets of transparencies, glossy paper, or labels
- 10 envelopes

To load paper, envelopes, or other media in Tray 1:

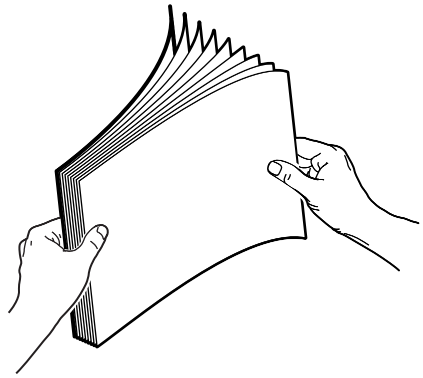
1. Pull down and out on the handle to open Tray 1.



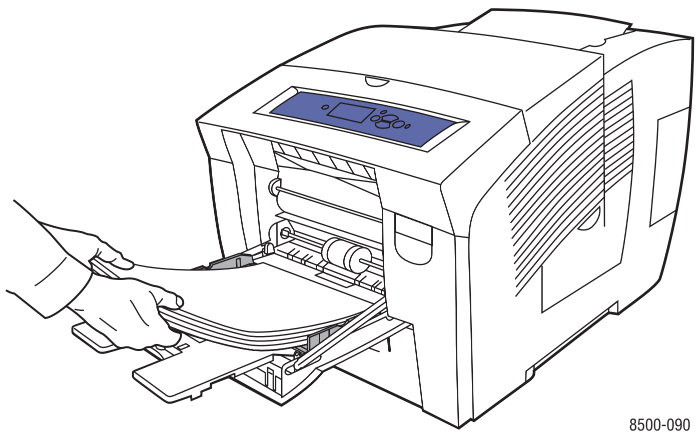
2. Open the tray extension.



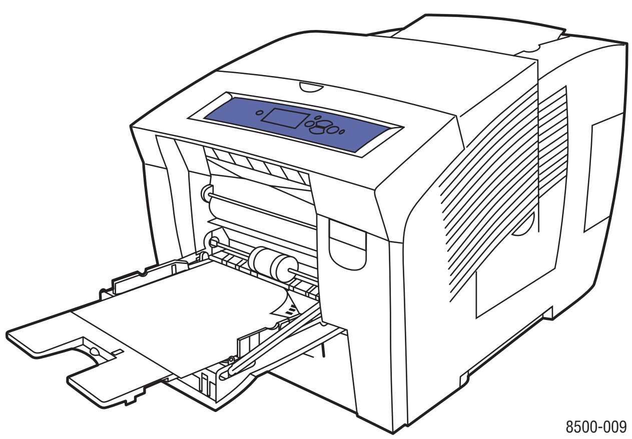
3. Fan the paper to release sheets that may be stuck together.



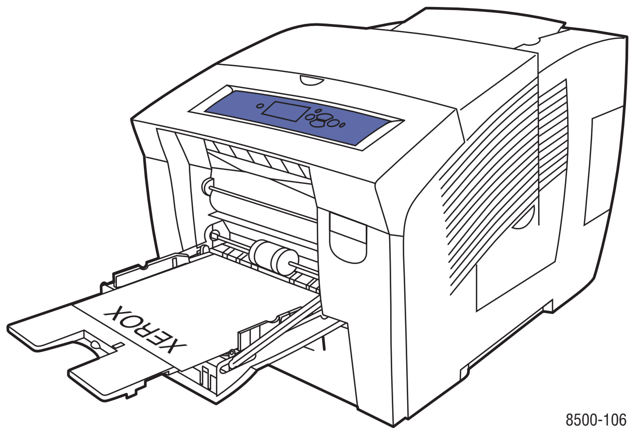
4. Insert paper, transparencies, envelopes, or specialty media into the tray.



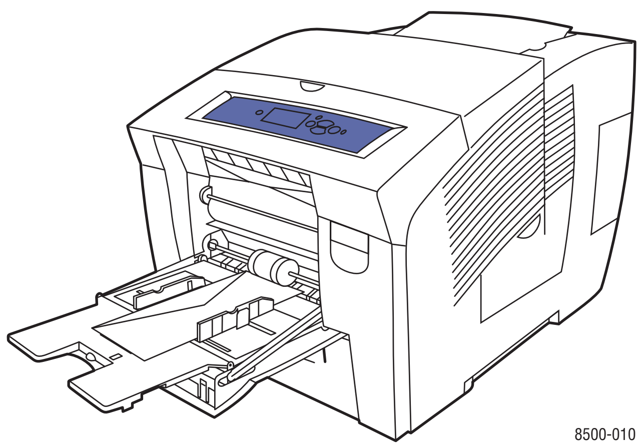
- **Single-sided printing**: Insert the side to be printed **facedown** with the **top** of the page entering the printer first.



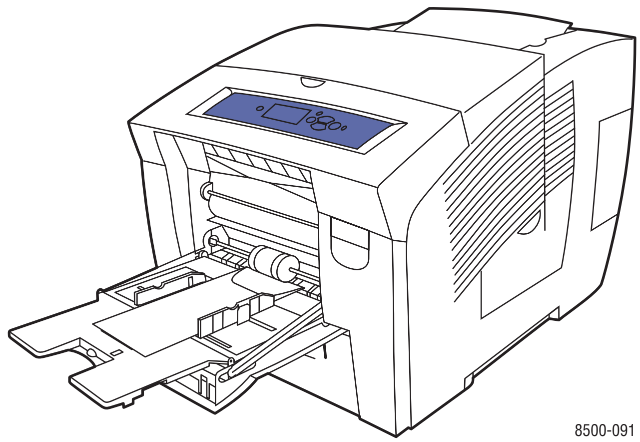
- **2-sided printing**: Insert side one **faceup** with the **bottom** of the page entering the printer first.



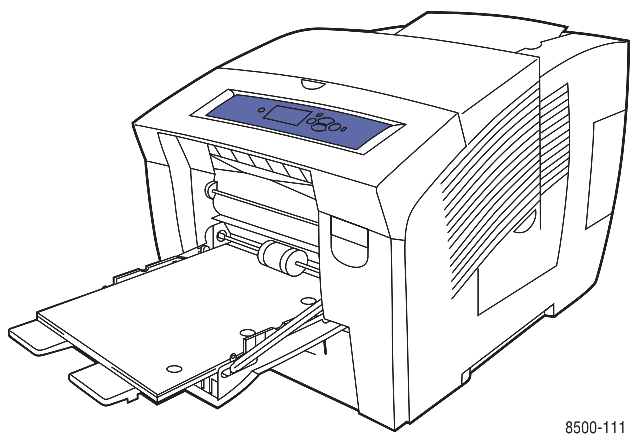
- **Side-flap envelopes**: Insert the envelopes with the **flap side up** and the flap toward the **left** side of the tray.



- **End-flap envelopes**: Fold down the flaps before placing them in the tray. Insert the envelopes with the **flap side up** and the flap entering the printer first.

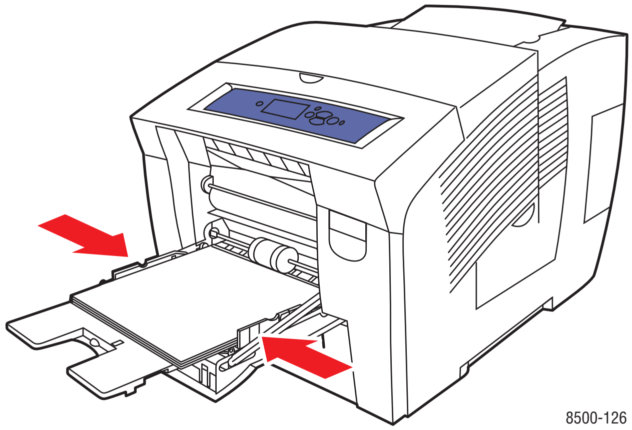


- **Pre-punched paper**: Insert the side to be printed **facedown** with the holes toward the **right** side of the tray.



Note: When using pre-punched paper, adjust the print margins to accommodate the holes. Printing over the holes may cause ink to transfer onto subsequent pages. A minimum margin of 19 mm (0.75 in.) is recommended.

5. Adjust the paper guides to fit the paper loaded in the tray.



6. On the control panel, press the **OK** button to use the paper size and type displayed as the current setup, or change the paper size and type:
   a. Select **Change setup**, and then press the **OK** button.
   b. Select the paper size, and then press the **OK** button.
   c. Select the paper type, and then press the **OK** button.

See also:

Printing on Specialty Media on page 3-28

Loading Paper in Tray 2, 3, or 4

Use Tray 2, 3, or 4 for a wide range of media including:

- Plain paper, letterhead, and pre-printed paper
- Card stock
- Labels
- Envelopes: #10 Commercial, C5 (side-flap only), and DL
- Transparencies
- Specialty media (including photo paper, postcards, pre-punched paper, weatherproof paper, and trifold brochures)
- Pre-printed paper (paper already printed on one side)

See also:

Supported Paper Sizes and Weights for Trays 2, 3, or 4 on page 3-7

Printing on Specialty Media on page 3-28

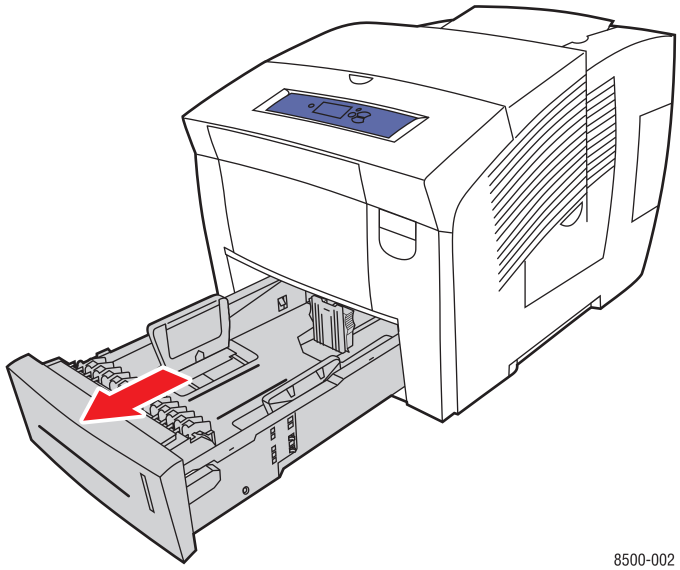
Advanced Features Guide at www.xerox.com/office/8500_8550support

The media capacity for Tray 2, 3, or 4 is:

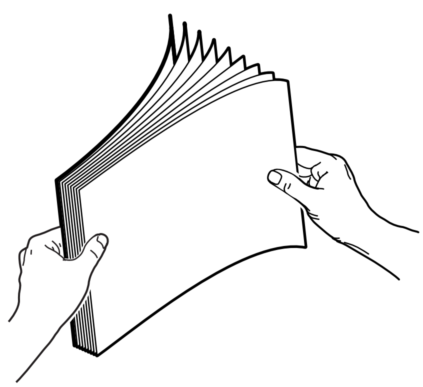
- 525 sheets of plain paper (20 lb. Bond)
- 400 sheets of transparencies, glossy paper, or labels
- 40 envelopes

To load paper, envelopes, or other media in Tray 2, 3, or 4:

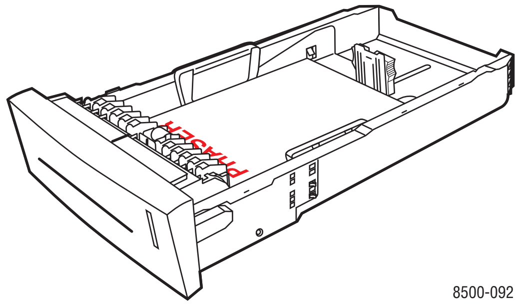
1. Remove the tray from the printer.



2. Fan the paper to release sheets that may be stuck together.

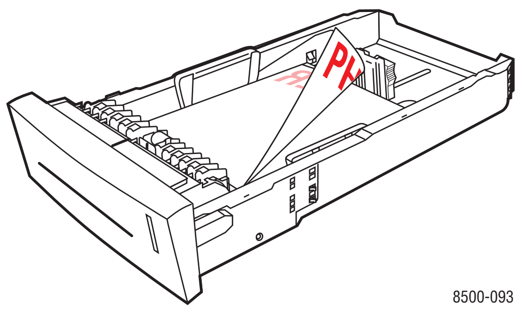


3. Insert paper, transparencies, envelopes, or specialty media into the tray.
   - **Single-sided printing:** Insert the side to be printed **faceup** with the **top** of the page toward the **front** of the tray.



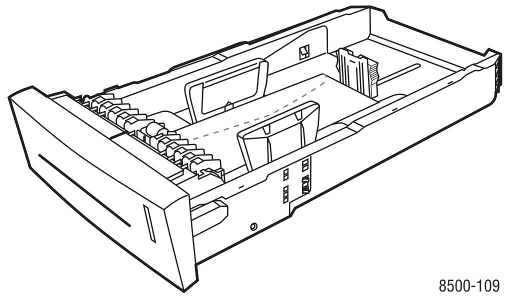
8500-092

   - **2-sided printing**: Insert side one **facedown** with the **top** of the page toward the **back** of the tray.



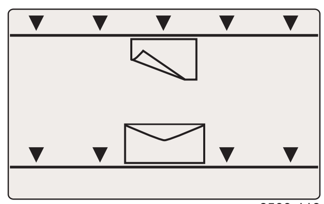
8500-093

- **Side-flap envelopes**: Insert the envelopes with the **flap side down** and the flap toward the **left** side of the tray.



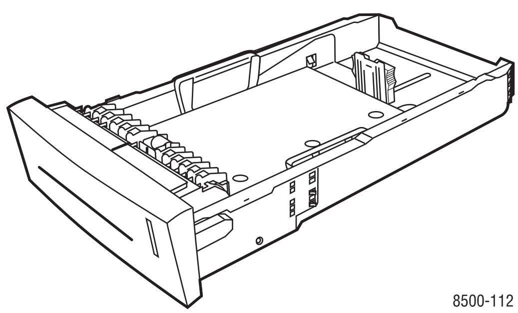
8500-109

Caution: There are separate fill lines inside the tray for envelopes and for other media. Do not load the tray above the appropriate fill line. Overloading the tray can cause jams.



8500-113

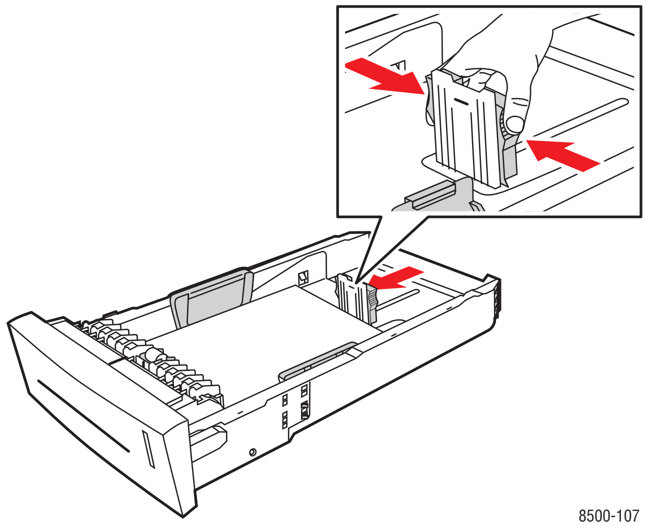
- **Pre-punched paper**: Insert the side to be printed **faceup** with the holes toward the **right** side of the tray.



8500-112

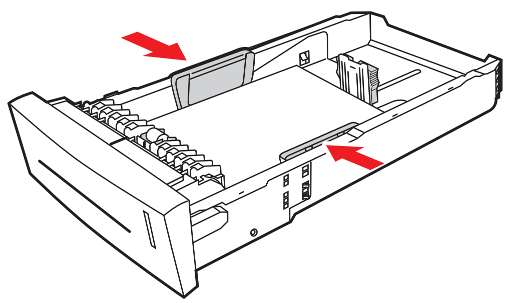
Note: When using pre-punched paper, adjust the print margins to accommodate the holes. Printing over the holes may cause ink to transfer onto subsequent pages. A minimum margin of 19 mm (0.75 in.) is recommended.

4. Adjust the paper guides to fit the paper loaded in the tray (if necessary).
   - **Length guide**: Press the sides, then slide the guide until the arrow on the guide points to the appropriate paper size imprinted on the bottom of the tray. When properly positioned, the guide clicks into place.



8500-107

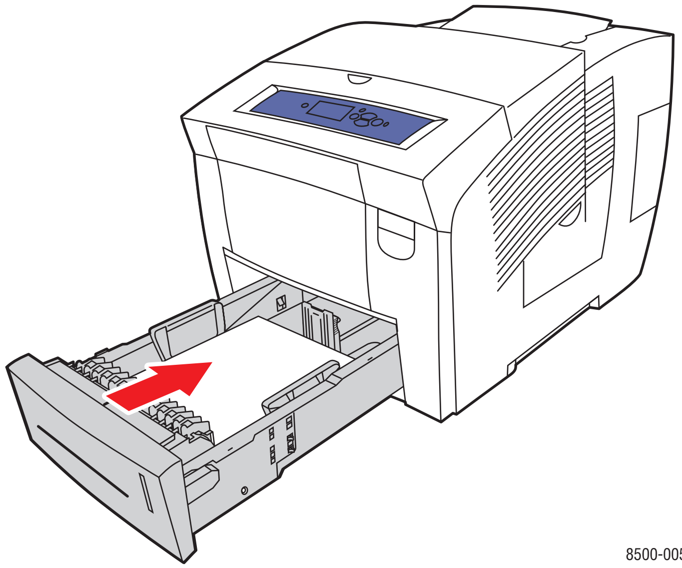
   - **Width guides**: Slide the width guides until the arrows on the guides point to the appropriate paper size labeled on the bottom of the tray. When properly positioned, the guides click into place.



8500-108

Note: When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

5. Insert the tray into the tray slot and push it completely into the printer.



6. On the control panel:
   a. Select **Paper Tray Setup**, and then press the **OK** button.
   b. Select either **Tray 2 Paper Type**, **Tray 3 Paper Type**, or **Tray 4 Paper Type**, and then press the **OK** button.
   c. Select the appropriate paper type, and then press the **OK** button.

Selecting Printing Options

This section includes:

See also:

Advanced Features Guide at www.xerox.com/office/8500_8550support

Selecting Printing Preferences (Windows)

Printer preferences control all of your print jobs, unless you override them specifically for a job. For example, if you want to use automatic 2-sided printing for most jobs, set this option in printer settings.

1. Click **Start**, select **Settings**, and then click **Printers**.
2. In the **Printers** folder, right-click the icon for your printer.
3. From the popup menu, select **Printer Preferences** or **Properties**.
4. Make selections on the driver tabs, and then click the **OK** button to save your selections.

Note: For more information about Windows printer driver options, click the **Help** button on the printer driver tab to view the online help.

Selecting Options for an Individual Job (Windows)

If you want to use special printing options for a particular job, change the driver settings before sending the job to the printer. For example, if you want to use High-Resolution/Photo print-quality mode for a particular graphic, select this setting in the driver before printing that job.

1. With the desired document or graphic open in your application, access the **Print** dialog box.
2. Select the Phaser 8500/8550 printer and click its **Properties** button to open the printer driver.
3. Make selections from the driver tabs. See the following table for specific printing options.

   Note: In Windows 2000, Windows XP, and Windows Server 2003, you can save current printing options with a distinctive name and apply them to other print jobs. Select either the **Paper Quality**, **Output Options**, or **TekColor** tab, and then press the **Saved Settings** button. Click the **Help** button for more information.

4. Click the **OK** button to save your selections.
5. Print the job.

See the following table for specific printing options:

Printing Options for Windows Operating Systems

Operating System	Driver Tab	Printing Options
Windows 2000, Windows XP, or Windows Server 2003	**Layout** tab	■ Orientation ■ Print on Both Sides ■ Pages per sheet
	Paper/Quality tab	■ Paper type, size, and tray selection ■ Cover pages ■ Print quality
	Output Options tab	■ Separation pages ■ Secure prints, personal prints, proof prints, and saved prints ■ End of job notification
	TekColor tab	■ Color corrections ■ Black & white conversion
Windows NT 4.x	**Page Setup** tab	■ Orientation ■ Print on both sides (duplex)
	Paper/Quality tab	■ Paper type, size, and tray selection ■ Cover pages ■ Print quality
	Output Options tab	■ Separation pages ■ Secure prints, personal prints, proof prints, and saved prints
	TekColor tab	■ Color corrections ■ Black & white conversion
Windows 98 SE or Windows Me	**Setup** tab	■ Paper type, size, and tray selection ■ Orientation ■ Print on 1 Side or Print on 2 Sides ■ Print quality
	Output Options tab	■ Separation pages ■ Cover pages ■ Secure prints, personal prints, proof prints, and saved prints
	TekColor tab	■ Color corrections ■ Black & white conversion

Selecting Options for an Individual Job (Macintosh)

To select print settings for a particular job, change the driver settings before sending the job to the printer.

1. With the document open in your application, click **File**, and then click **Print**.
2. Select the desired printing options from the menus and drop-down lists that are displayed.

   Note: In Macintosh OS X, click **Save Preset** on the **Print** menu screen to save the current printer settings. You can create multiple presets and save each with its own distinctive name and printer settings. To print jobs using specific printer settings, click the applicable saved preset in the **Presets** list.

3. Click **Print** to print the job.

See the following table for specific printing options:

Macintosh PostScript Driver Settings

Operating System	Driver Drop-Down Title	Printing Options
Mac OS X, version 10.2 and higher	**Copies & Pages**	■ Copies ■ Pages
	Layout	■ Pages per sheet ■ Layout direction ■ Border ■ 2-sided printing
	Paper Handling	■ Reverse page order ■ Print (all, odd, even)
	ColorSync	■ Color conversion
	Cover Page	■ Cover pages
	Paper Feed	■ Paper source
	Job Types	■ Secure prints, personal prints, proof prints, and saved prints
	Image Quality	■ Print quality ■ Color correction or color conversion ■ Image smoothing
	Printer Features	■ Paper types ■ Separation pages

Macintosh PostScript Driver Settings (Continued)

Operating System	Driver Drop-Down Title	Printing Options
Mac OS 9.x	**General**	■ Copies ■ Pages ■ Paper source
	Color Matching	■ Print color
	Cover Page	■ Cover pages
	Layout	■ Pages per sheet ■ Border ■ 2-sided printing
	Print Quality	■ Print quality ■ Image smoothing
	Job Type	■ Secure prints, personal prints, proof prints, and saved prints
	Advanced Options	■ Paper types ■ Offset collated sets ■ Separation pages

Printing on Both Sides of the Paper

This section includes:

- Automatic 2-Sided Printing on page 3-24
- Manual 2-Sided Printing on page 3-26

Automatic 2-Sided Printing

Automatic 2-sided printing is available from all trays. Before printing a 2-sided document, verify the following requirements:

- The printer is a Phaser 8500DN, Phaser 8550DP, Phaser 8550DT, or Phaser 8550DX configuration.
- The paper weight is within the appropriate weight range: 60–120 g/m^2 (16–32 lb. Bond).

The following specialty media should *not* be used for 2-sided printing:

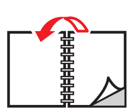
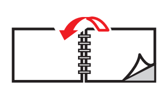
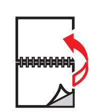
- Transparencies
- Envelopes
- Labels

See also:

Supported Paper and Media on page 3-3
Printer Configurations on page 1-4

Binding Edge Options

When you use the printer driver to select 2-sided printing, also select the binding edge, which determines how the pages turn. The actual outcome depends on the orientation (portrait or landscape) of images on the page, as displayed in the following illustrations.

Portrait		**Landscape**	
			
Bind on Side Edge Flip on Long Edge	Bind on Top Edge Flip on Short Edge	Bind on Side Edge Flip on Short Edge	Bind on Top Edge Flip on Long Edge

Selecting 2-Sided Printing

To select automatic 2-sided printing:

1. Insert paper in the tray.
   - **Tray 1**: Insert side one **faceup** with the **bottom** of the page entering the printer first.
   - **Tray 2, 3, or 4**: Insert side one **facedown** with the **top** of the page toward the **back** of the tray.
2. Select 2-sided printing in the printer driver.

To select automatic 2-sided printing:

Operating System	Steps
Windows 98 SE or Windows Me	1. Select the **Setup** tab. 2. Select **Print on 2 Sides**. 3. Select or deselect **Bind On Top Edge**.
Windows 2000, Windows XP, or Windows Server 2003	1. Select the **Layout** tab. 2. Select either **Flip On Long Edge** or **Flip On Short Edge** under **Print On Both Sides (Duplex)**.
Windows NT 4.x	1. Select the **Page Setup** tab. 2. Select either **Flip on Long Edge** or **Flip on Short Edge** under **Print On Both Sides (Duplex Printing)**.
Mac OS 9.x	1. In the **Print** dialog box, select **Layout**. 2. Select **Print on Both Sides**. 3. Click the **Binding** icon that matches the edge to bind.
Mac OS X, version 10.2 and higher	1. In the **Print** dialog box, select **Duplex**. 2. Select **Print on Both Sides**. 3. Click the **Binding** icon that matches the edge to bind.

See also:

Loading Paper in Tray 1 on page 3-8
Loading Paper in Tray 2, 3, or 4 on page 3-14

Manual 2-Sided Printing

You can manually print on both sides of the paper when you are using paper types that are either too small or too heavy for automatic 2-sided printing. The Phaser 8500N printer does not have automatic 2-sided printing. Manual 2-sided printing is available with this printer.

You can also manually print on the second side of paper that is pre-printed on side one. See Printing Side Two on page 3-27 for instructions on loading pre-printed paper and selecting the 2nd Side option on the control panel.

Note: Before printing the second side of your paper, always select **2nd Side** as the paper type on the control panel and in the printer driver. Selecting **2nd Side** ensures good print quality for manual 2-sided printing.

See also:

Supported Paper Sizes and Weights on page 3-5

www.xerox.com/office/8500_8550infoSMART for information about manual 2-sided printing

Printing Side One

1. Load paper in the tray.
   - **Tray 1:** Insert side one **facedown** with the **top** of the page entering the printer first.
   - **Tray 2, 3, or 4**: Insert side one **faceup** with the **top** of the page toward the **front** of the tray.
2. Select the appropriate control panel and printer driver options for paper size and paper type, and then print side one.

Printing Side Two

1. Remove the paper from the output tray and reload it in the paper tray:
   - **Tray 1**: Insert side two **facedown** with the **top** of the page entering the printer first.
   - **Tray 2, 3, or 4**: Insert side two **faceup** with the **top** of the page toward the **front** of the tray.
2. Select **2nd Side** on the control panel:

Tray 1	Tray 2, 3, or 4
a. Select **Change setup**, and then press the **OK** button. b. Select the appropriate paper size, and then press the **OK** button. c. Select **2nd Side**, and then press the **OK** button.	a. Select **Paper Tray Setup**, and then press the **OK** button. b. Select either **Tray 2 Paper Type**, **Tray 3 Paper Type**, or **Tray 4 Paper Type** (depending on the tray you are using), and then press the **OK** button. c. Select **2nd Side**, and then press the **OK** button.

3. In the printer driver, select **2nd Side** as the paper type or the appropriate tray as the paper source.

Printing on Specialty Media

This section includes:

Printing Transparencies

Transparencies can be printed from any tray. They should be printed on one side only. Use only recommended Xerox transparency film. See the *Recommended Media List* at www.xerox.com/office/8500_8550support.

Caution: Damage caused by using unsupported paper, transparencies, and other specialty media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

To order paper, transparencies, or other specialty media, contact your local reseller or go to www.xerox.com/office/supplies.

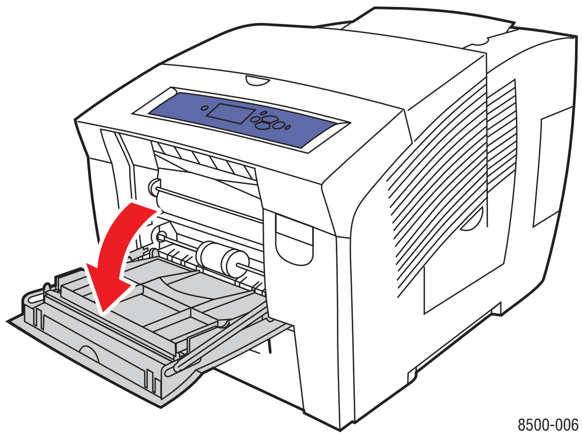
Guidelines

- Remove all paper before loading transparencies in the tray.
- Handle transparencies by the edges using both hands. Fingerprints or creases can cause poor print quality.
- Do not load more than 50 transparencies in Tray 1. Do not load more than 400 transparencies in Trays 2 through 4. Overloading the tray can cause the printer to jam.
- Do not use transparencies with stripes on the side.
- After loading transparencies, change the paper type at the control panel (**Printer Setup/ Paper Handling Setup**).

Printing Transparencies from Tray 1

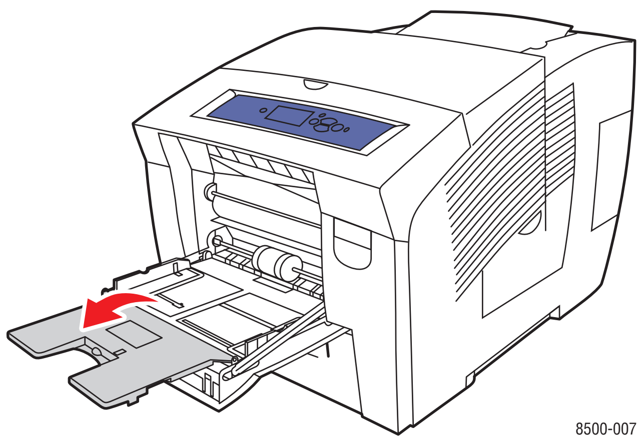
To print transparencies:

1. Pull down and out on the handle to open Tray 1.



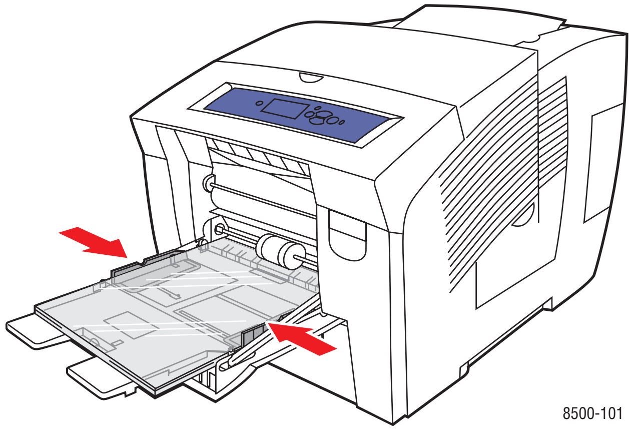
8500-006

2. Open the tray extension.



8500-007

3. Insert transparencies into the tray and adjust the paper guides to fit the transparencies.

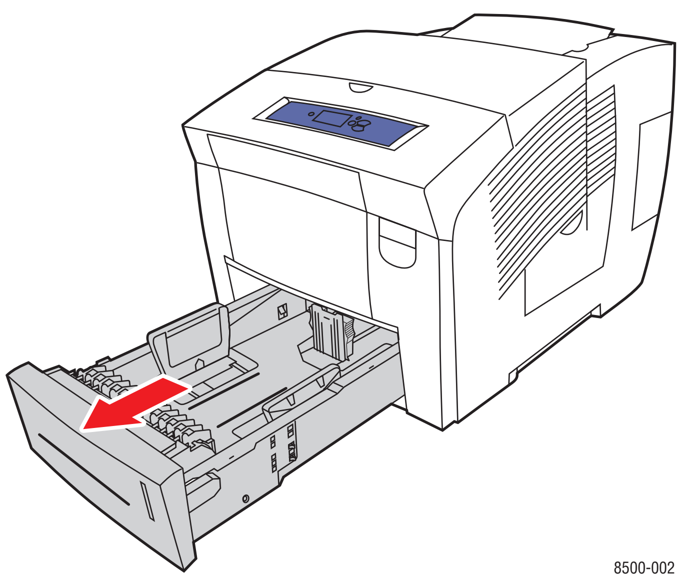


4. On the control panel, press the **OK** button if the correct paper size and **Transparency** are displayed as the current setup, or select the transparency size and type:
   a. Select **Change setup**, and then press the **OK** button.
   b. Select the appropriate size, and then press the **OK** button.
   c. Select **Transparency**, and then press the **OK** button.
5. In the printer driver, select either **Transparency** as the paper type or **Tray 1** as the paper source.

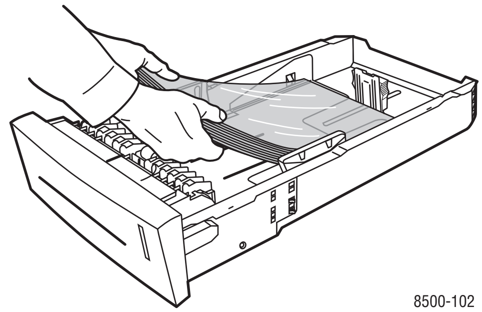
Printing Transparencies from Trays 2, 3, or 4

To print transparencies:

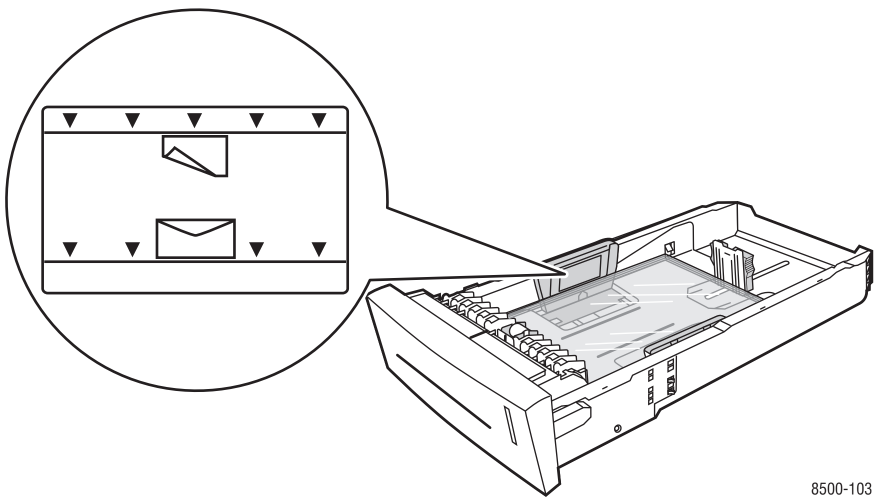
1. Remove the tray from the printer.



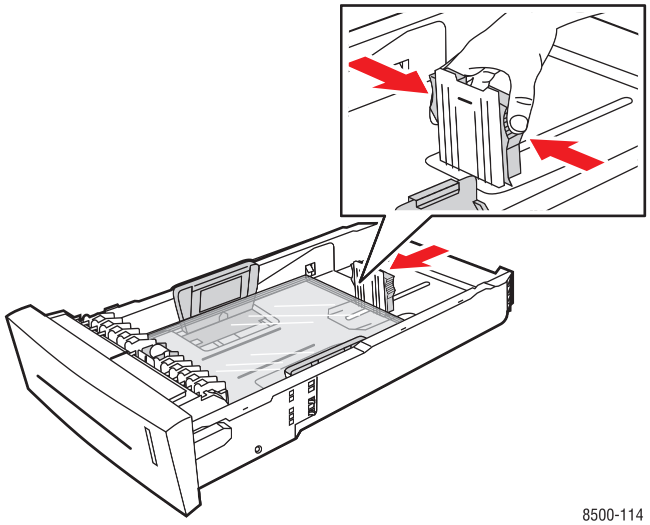
2. Insert transparencies into the tray.



Note: Do not load transparencies above the paper fill line inside the tray.

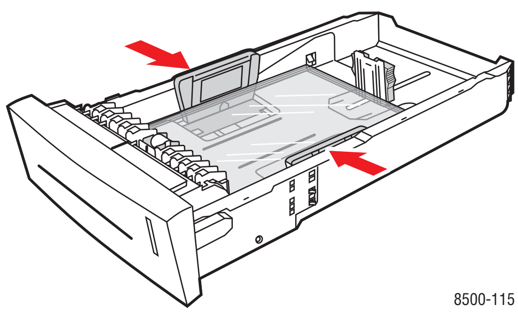


3. Adjust the paper guides to fit the transparencies (if necessary).
   - **Length guide**: Press the sides, then slide the guide until the arrow on the guide points to the appropriate paper size imprinted on the bottom of the tray. When properly positioned, the guide clicks into place.



8500-114

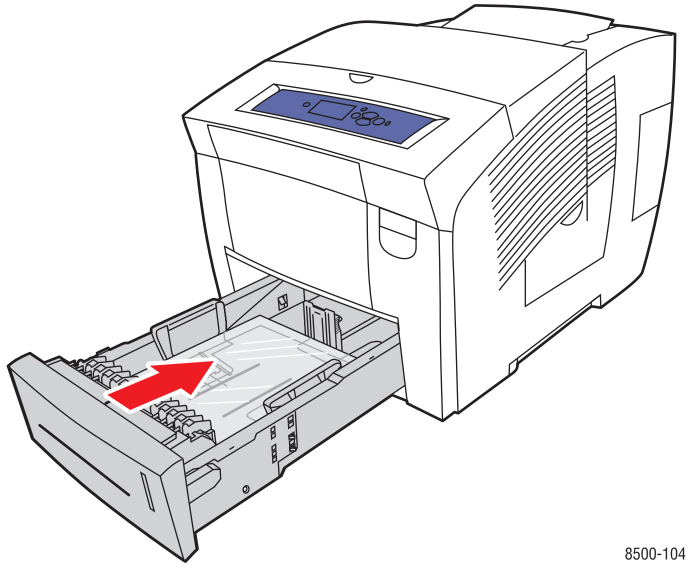
   - **Width guides**: Slide the width guides until the arrows on the guides point to the appropriate paper size labeled on the bottom of the tray. When properly positioned, the guides click into place.



8500-115

Note: When the paper guides are adjusted correctly, there may be a small space between the transparencies and the guides.

4. Insert the tray into the tray slot, and then push it completely into the printer.



5. On the control panel:
   a. Select **Paper Tray Setup**, and then press the **OK** button.
   b. Select either **Tray 2 Paper Type**, **Tray 3 Paper Type**, or **Tray 4 Paper Type**, and then press the **OK** button.
   c. Select **Transparency**, and then press the **OK** button.
6. In the printer driver, select either **Transparency** as the paper type or the appropriate tray as the paper source.

Printing Envelopes

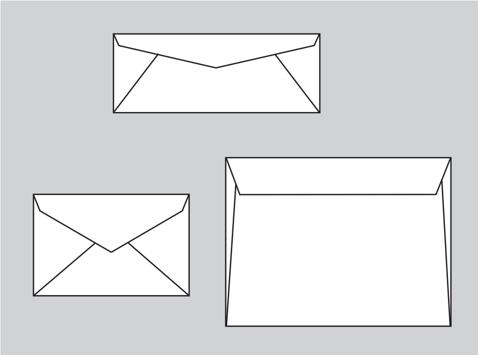
Envelopes can be printed from Tray 1 and Tray 2, 3, or 4 depending on the type of envelope you are using.

See also:

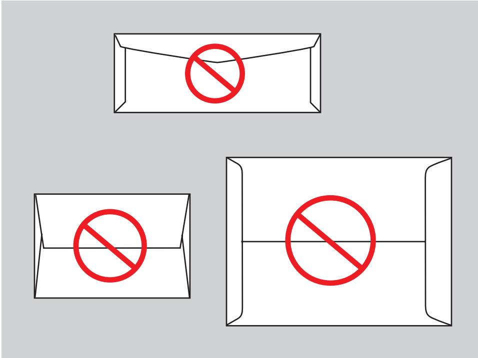
Supported Paper Sizes and Weights for Tray 1 on page 3-6
Supported Paper Sizes and Weights for Trays 2, 3, or 4 on page 3-7

Guidelines

- Use only paper envelopes specified in the Supported Papers table. Successful envelope printing is highly dependent on the quality and construction of the envelopes.
- Maintain constant temperatures and relative humidity.
- Store unused envelopes in their packaging to avoid the effects of moisture and dryness which can affect print quality and cause wrinkling. Excessive moisture can cause the envelopes to seal before or during printing.
- Avoid padded envelopes; purchase envelopes that lie flat on a surface.
- Remove air bubbles from the envelopes before loading them into the tray by setting a heavy book on top of them.
- Use envelopes with diagonal seams, not side seams.



8500-088



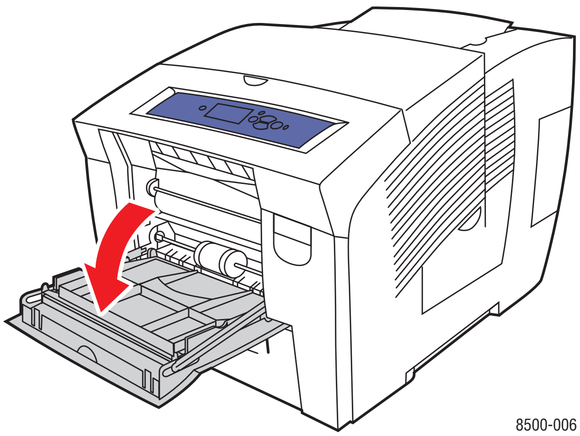
8500-089

Caution: Never use envelopes with windows or metal clasps; they can damage the printer. Damage caused by using unsupported envelopes is not covered under the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas, please contact your local representative for details.

Printing Envelopes from Tray 1

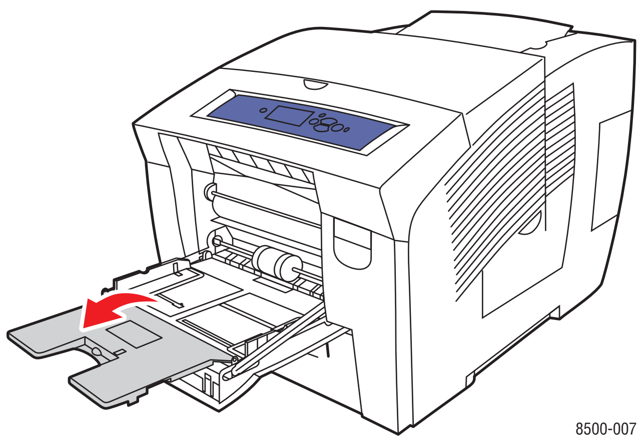
To print envelopes:

1. Pull down and out on the handle to open Tray 1.



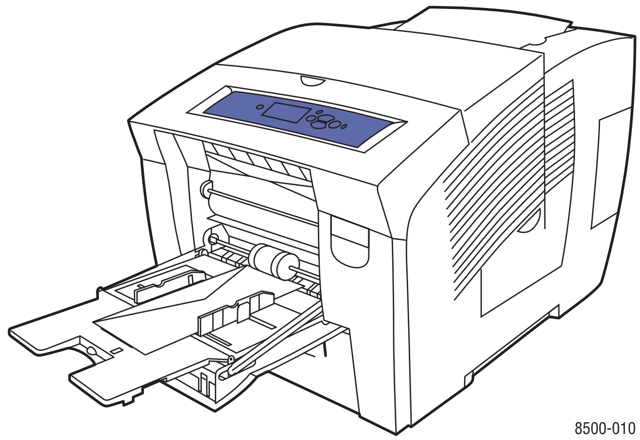
8500-006

2. Open the tray extension.



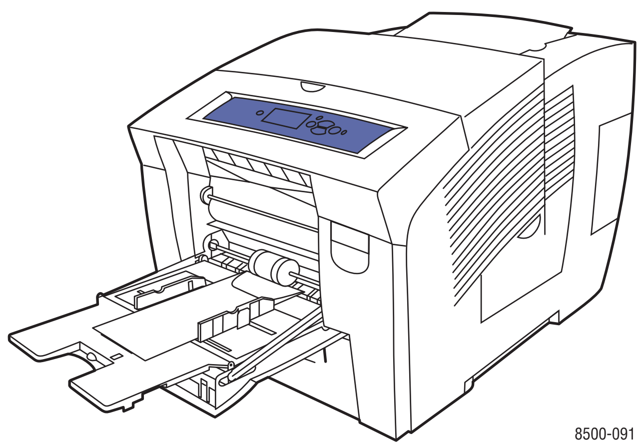
8500-007

3. Insert a maximum of 10 envelopes into the tray and adjust the paper guides to fit the envelopes:
   - **Side-flap envelopes**: Insert the envelopes with the **flap side up** and the flap of the envelopes toward the **left** side of the tray.



8500-010

   - **End-flap envelopes**: Fold down the flaps before placing them in the tray. Insert the envelopes with the **flap side up** and the flap entering the printer first.



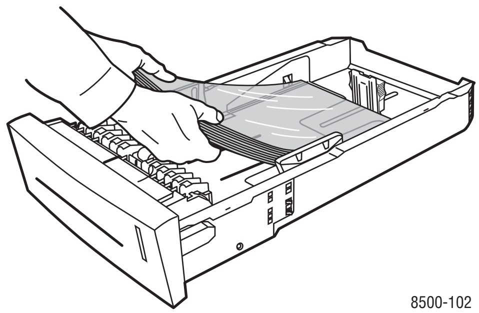
8500-091

4. On the control panel, press the **OK** button if the correct envelope size and type are displayed as the current setup, or select the envelope size and type:
   a. Select **Change setup**, and then press the **OK** button.
   b. Select the appropriate envelope size or select **New Custom Size**, and then press the **OK** button.
   c. Select **Envelope**, and then press the **OK** button.
5. In the printer driver, select either **Envelope** as the paper type or **Tray 1** as the paper source.

Printing Envelopes from Tray 2, 3, or 4

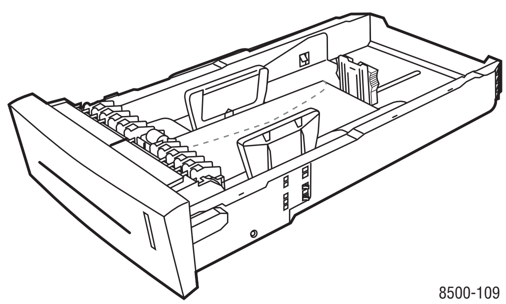
To print envelopes:

1. Remove the tray from the printer.



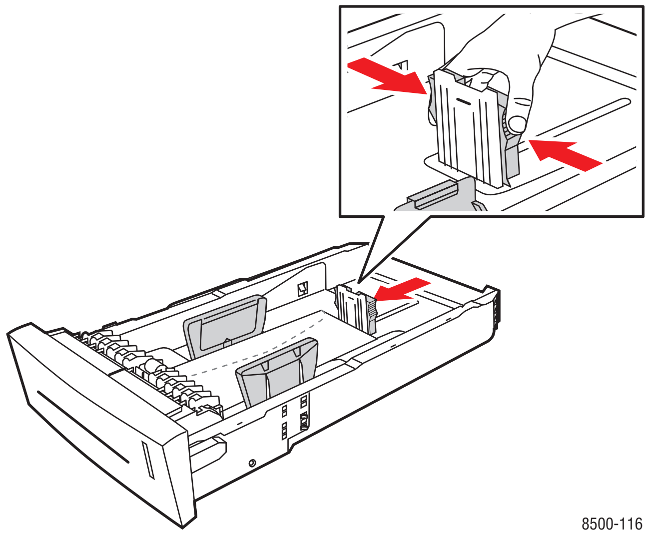
8500-102

2. Insert a maximum of 40 envelopes into the tray, **flap side down** with the flap toward the **left** side of the tray.



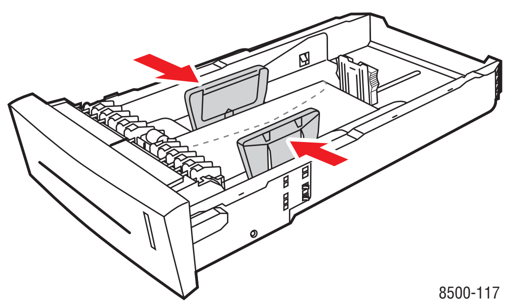
8500-109

3. Adjust the paper guides to fit the envelopes.
   - **Length guide**: Press the sides, then slide the guide until the arrow on the guide points to the appropriate paper size imprinted on the bottom of the tray. When properly positioned, the guide clicks into place.



8500-116

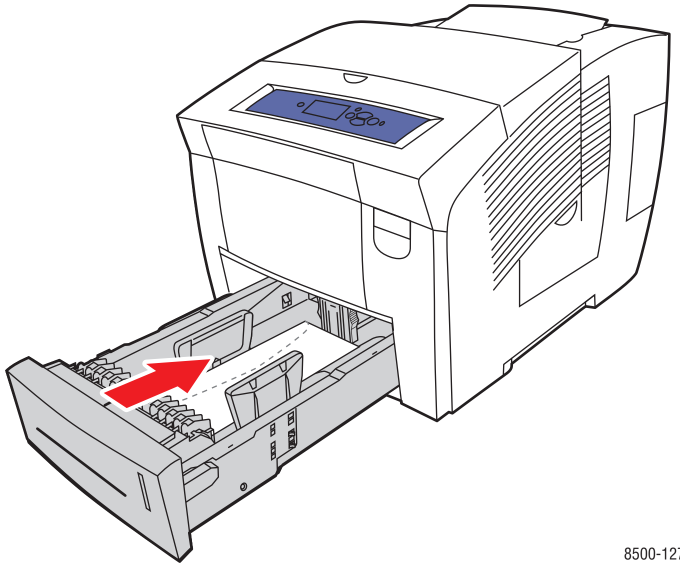
   - **Width guides**: Slide the width guides until the arrows on the guides point to the appropriate paper size labeled on the bottom of the tray. When properly positioned, the guides click into place.



8500-117

Note: When the paper guides are adjusted correctly, there may be a small space between the envelopes and the guides.

4. Insert the tray into the tray slot, and then push it completely into the printer.



8500-127

5. On the control panel:
   a. Select **Paper Tray Setup**, and then press the **OK** button.
   b. Select either **Tray 2 Paper Type**, **Tray 3 Paper Type**, or **Tray 4 Paper Type**, and then press the **OK** button.
   c. Select **Envelope** and then press the **OK** button.
6. In the printer driver, select either **Envelope** as the paper type or the appropriate tray as the paper source.

Printing Labels

Labels can be printed from any tray.

To order paper, transparencies, or other specialty media, contact your local reseller or go to www.xerox.com/office/supplies.

See also:

Supported Paper Sizes and Weights for Tray 1 on page 3-6
Supported Paper Sizes and Weights for Trays 2, 3, or 4 on page 3-7

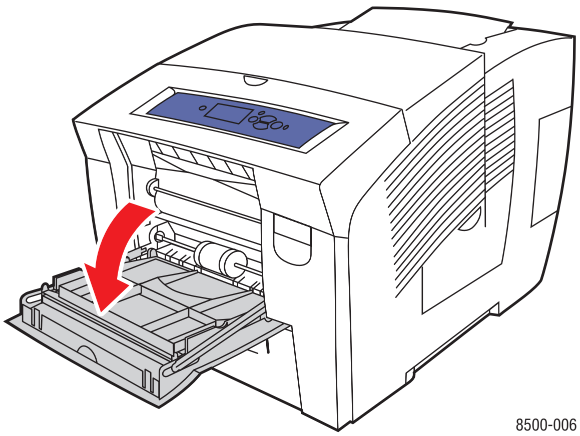
Guidelines

- Do not use vinyl labels.
- Print only on one side of the sheet of labels.
- Do not use any sheet where labels are missing; it may damage the printer.
- Store unused labels flat in their original packaging. Leave the sheets of labels inside the original packaging until ready to use. Return any unused sheets of labels to the original packaging and reseal it.
- Do not store labels in extremely dry or humid conditions or extremely hot or cold conditions. Storing them in extreme conditions may cause print-quality problems or cause them to jam in the printer.
- Rotate stock frequently. Long periods of storage in extreme conditions can cause labels to curl and jam the printer.

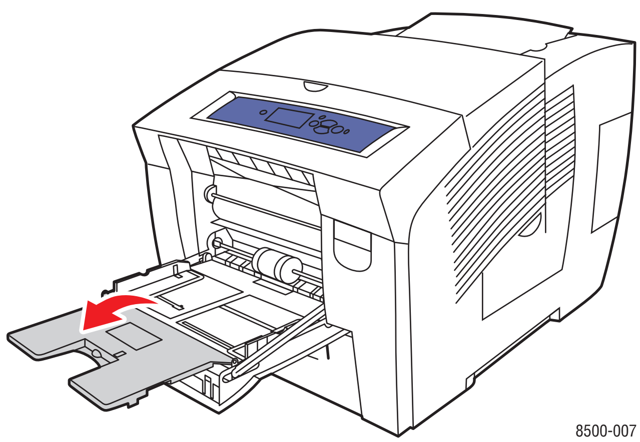
Printing Labels from Tray 1

To print labels:

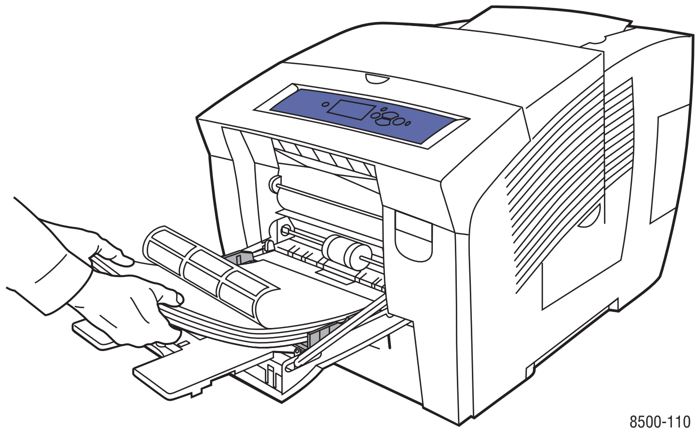
1. Pull down and out on the handle to open Tray 1.



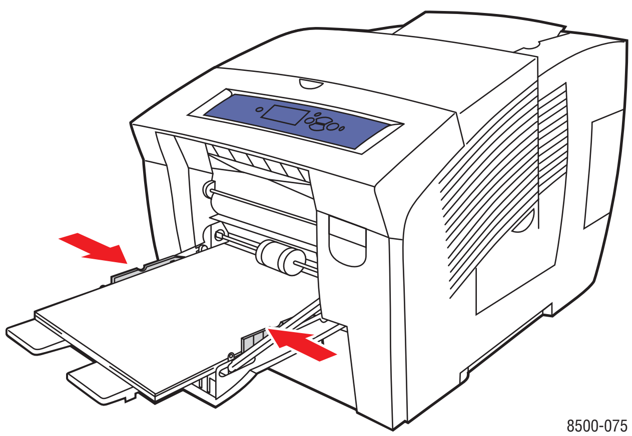
2. Open the tray extension.



3. Insert a maximum of 50 sheets of labels into the tray with the side to be printed **facedown** and the **top** of the page entering the printer first.



4. Adjust the paper guides to fit the labels loaded in the tray.

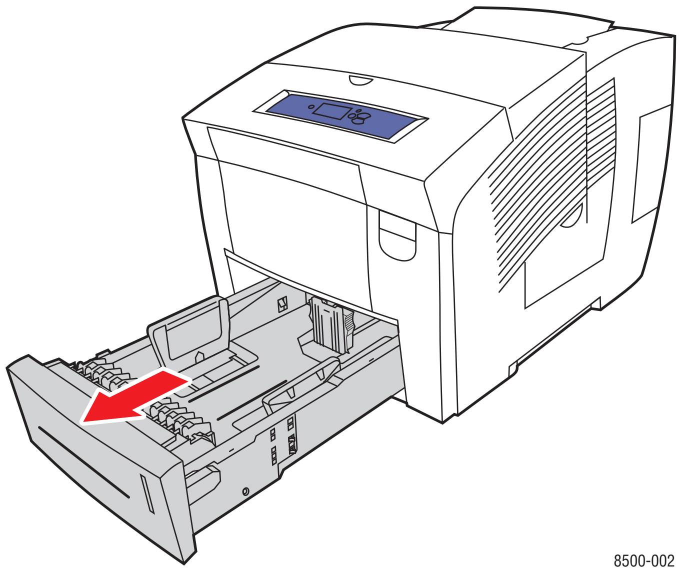


5. On the control panel, press the **OK** button if the correct paper size and **Labels** are displayed as the current setup, or select the label size and type:
   a. Select **Change setup**, and then press the **OK** button.
   b. Select the appropriate paper size, and then press the **OK** button.
   c. Select **Labels**, and then press the **OK** button.
6. In the printer driver, select either **Labels** as the paper type or **Tray 1** as the paper source.

Printing Labels from Trays 2, 3, or 4

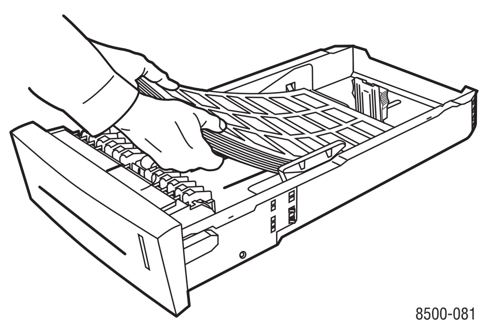
To print labels:

1. Remove the tray from the printer.



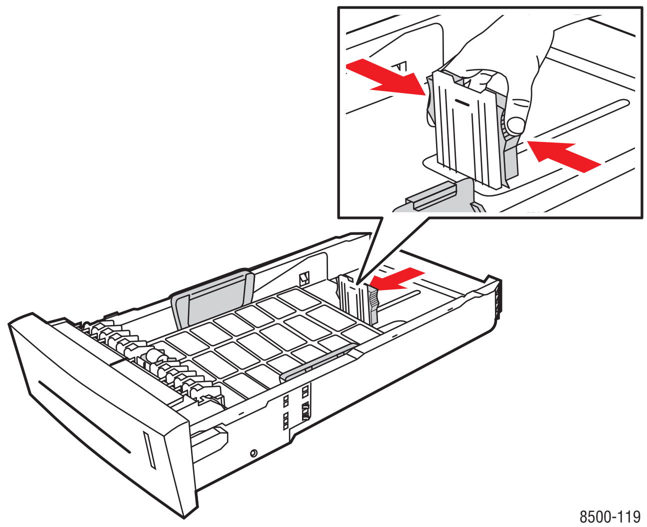
8500-002

2. Insert a maximum of 400 sheets of labels into the tray with the side to be printed **faceup** and the **top** of the page toward the **front** of the tray.

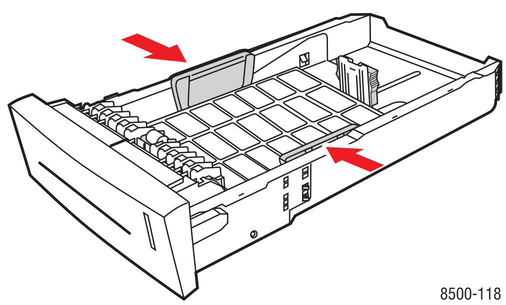


8500-081

3. Adjust the paper guides to fit the labels (if necessary).
   - **Length guide**: Press the sides, then slide the guide until the arrow on the guide points to the appropriate paper size imprinted on the bottom of the tray. When properly positioned, the guide clicks into place.

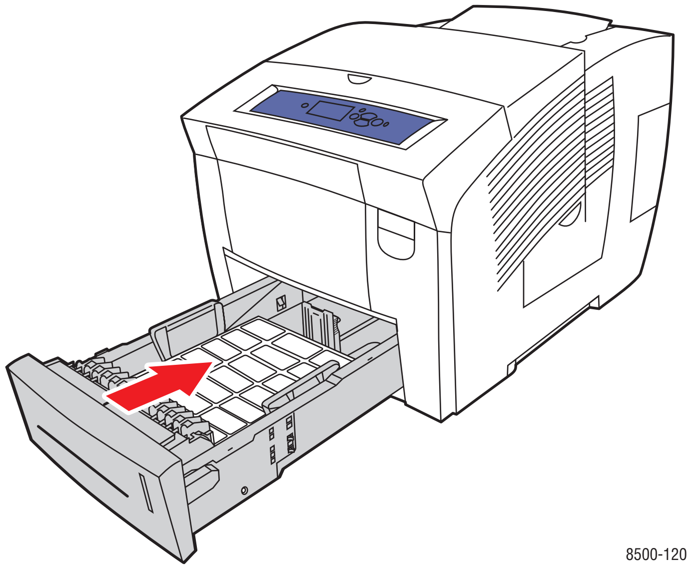


   - **Width guides**: Slide the width guides until the arrows on the guides point to the appropriate paper size labeled on the bottom of the tray. When properly positioned, the guides click into place.



Note: When the paper guides are adjusted correctly, there may be a small space between the labels and the guides.

4. Insert the tray into the tray slot, and then push it completely into the printer.



5. On the control panel:
   a. Select **Paper Tray Setup**, and then press the **OK** button.
   b. Select either **Tray 2 Paper Type**, **Tray 3 Paper Type**, or **Tray 4 Paper Type**, and then press the **OK** button.
   c. Select **Labels**, and then press the **OK** button.
6. In the printer driver, select either **Labels** as the paper type or the appropriate tray as the paper source.

Printing Glossy Paper

Glossy paper can be printed, one- or 2-sided, from any tray.

To order paper, transparencies, or other specialty media, contact your local reseller or go to www.xerox.com/office/supplies.

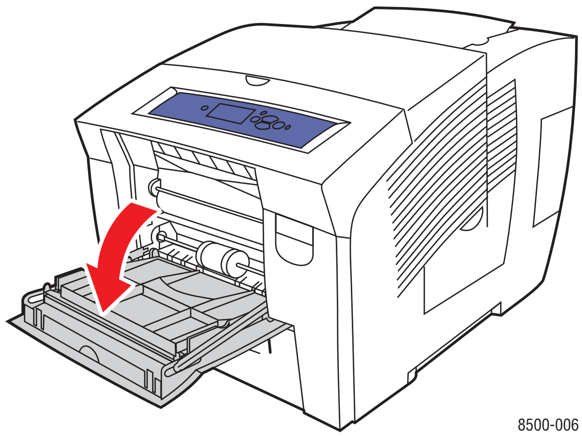
Guidelines

- Do not open sealed packages of glossy paper until you are ready to load them into the printer.
- Leave glossy paper in the original wrapper, and leave the packages in the shipping carton until ready to use.
- Remove all other paper from the tray before loading glossy paper.
- Load only the amount of glossy paper you are planning to use. Do not leave glossy paper in the tray when you are finished printing. Reinsert unused glossy paper in the original wrapper and seal.
- Rotate stock frequently. Long periods of storage in extreme conditions can cause glossy paper to curl and jam the printer.

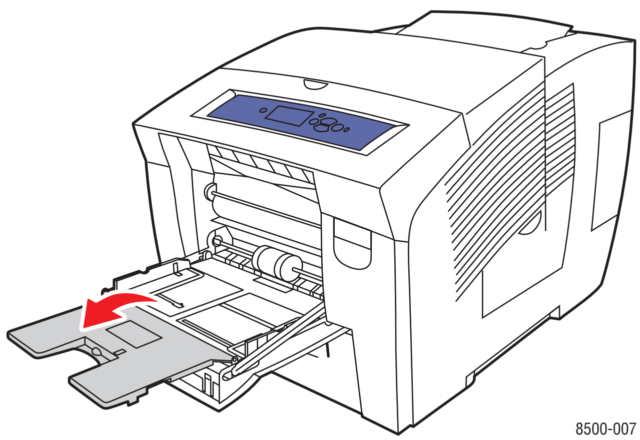
Printing Glossy Paper from Tray 1

To print glossy paper:

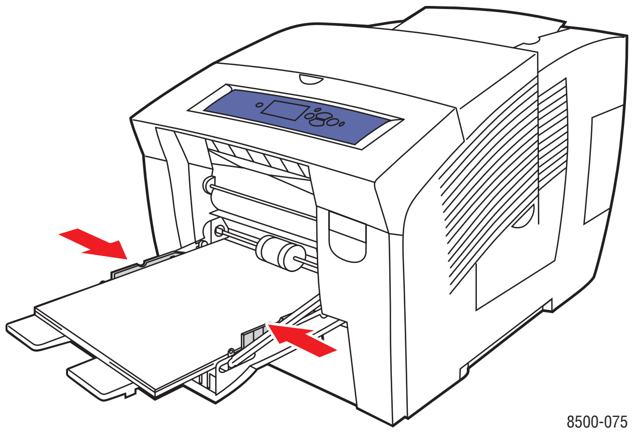
1. Pull down and out on the handle to open Tray 1.



2. Open the tray extension.



3. Insert a maximum of 50 sheets of glossy paper in the tray. Adjust the paper guides to fit the paper.

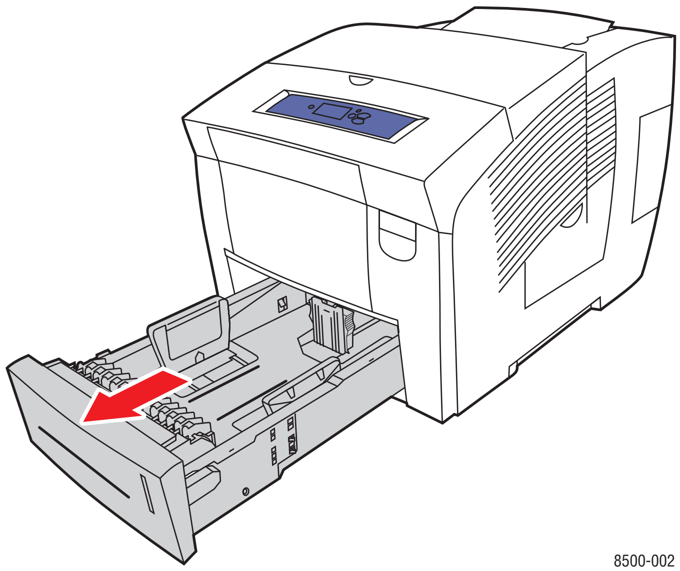


4. On the control panel, press the **OK** button if the correct paper size and **Special** are displayed as the current setup, or select the glossy paper size and type:
   a. Select **Change setup**, and then press the **OK** button.
   b. Select the appropriate paper size, and then press the **OK** button.
   c. Select **Special**, and then press the **OK** button.
5. In the printer driver, select either **Special** as the paper type or **Tray 1** as the paper source.

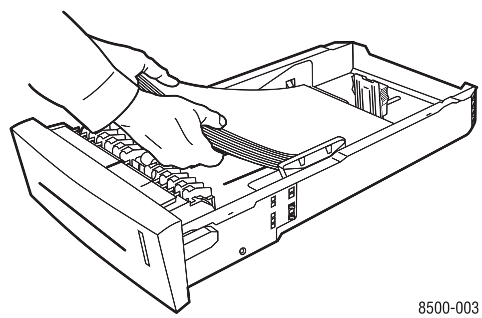
Printing Glossy Paper from Tray 2, 3, or 4

To print glossy paper:

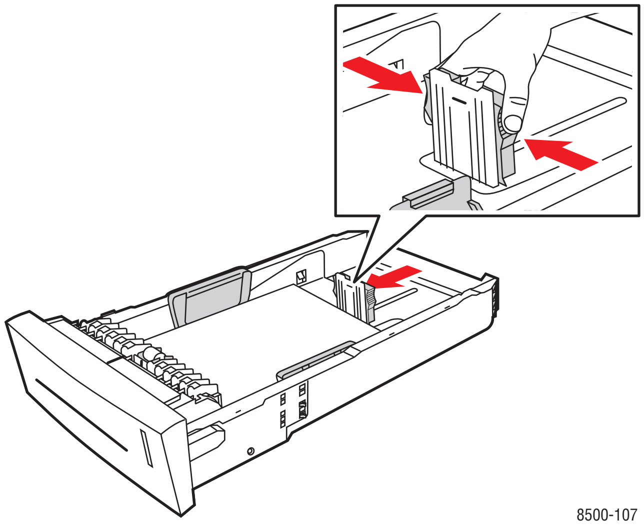
1. Remove the tray from the printer.



2. Insert a maximum of 400 sheets of glossy paper into the tray.

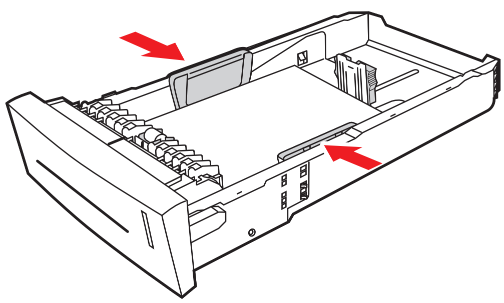


3. Adjust the paper guides to fit the glossy paper (if necessary).
   - **Length guide**: Press the sides, then slide the guide until the arrow on the guide points to the appropriate paper size imprinted on the bottom of the tray. When properly positioned, the guide clicks into place.



8500-107

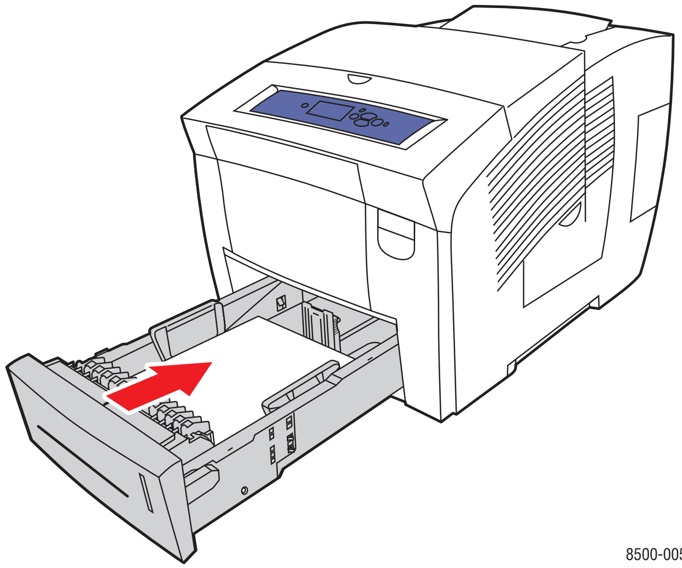
   - **Width guides**: Slide the width guides until the arrows on the guides point to the appropriate paper size labeled on the bottom of the tray. When properly positioned, the guides click into place.



8500-108

Note: When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

4. Insert the tray into the tray slot, and then push it completely into the printer.



5. On the control panel:
   a. Select **Paper Tray Setup**, and then press the **OK** button.
   b. Select either **Tray 2 Paper Type**, **Tray 3 Paper Type**, or **Tray 4 Paper Type**, and then press the **OK** button.
   c. Select **Special**, and then press the **OK** button.
6. In the printer driver, select either **Special** as the paper type or the appropriate tray as the paper source.

Printing Custom Size Paper

In addition to the wide variety of standard paper sizes that you can use for printing, you can also print on custom size paper within the following dimensions.

Note: Print custom size paper from Tray 1 only.

Size Range

	Single-Sided Printing	2-Sided Printing
Width	76–216 mm (3.0–8.5 in.)	140–216 mm (5.5–8.5 in.)
Height	127–356 mm (5.0–14.0 in.)	210–356 mm (8.3–14.0 in.)
Weight	60–220 g/m^2 (16–40 lb. Bond) (22–80 lb. Cover)	60–120 g/m^2 (16–32 lb. Bond) (22–45 lb. Cover)

Margins: 5 mm on all sides

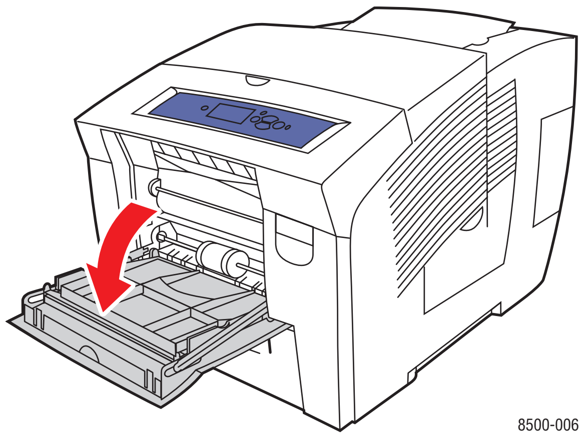
See also:

Supported Paper Sizes and Weights for Tray 1 on page 6

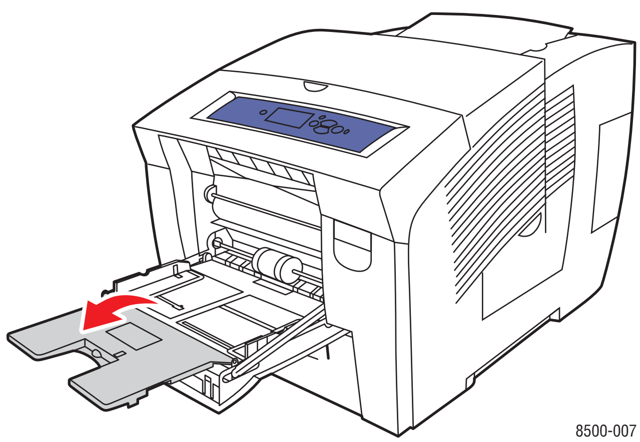
Printing Custom Size Paper from Tray 1

To print custom size paper:

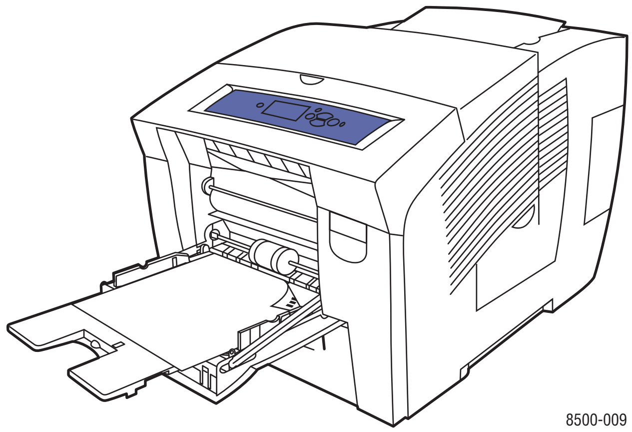
1. Pull down and out on the handle to open Tray 1.



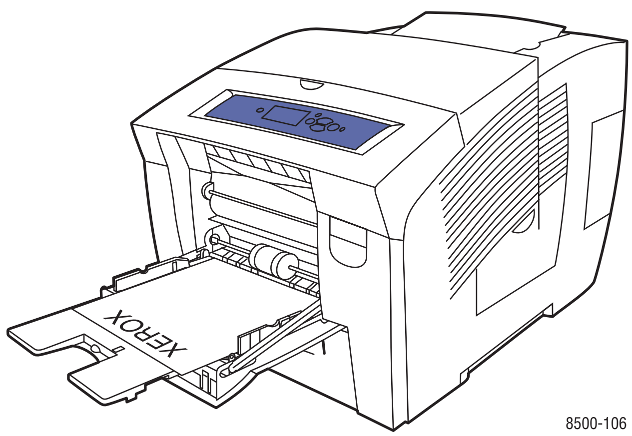
2. Open the tray extension.



3. Insert custom size paper into the tray:
   - **Single-sided printing**: Insert the side to be printed **facedown** with the **top** of the page entering the printer first.



   - **2-sided printing**: Insert side one **faceup** with the **bottom** of the page entering the printer first.



4. Adjust the paper guides to fit the paper loaded in the tray.
5. On the control panel, press the **OK** button if the correct paper size and paper type are displayed as the current setup, or select the appropriate paper size and type:
   a. Select **Change setup**, and then press the **OK** button.
   b. Select **New Custom Size**, and then press the **OK** button.
   c. Select the appropriate paper type, and then press the **OK** button.
6. In the printer driver, select **Tray 1** as the paper source.

4 Print Quality

This chapter includes:

Controlling the Quality of Your Prints

This section includes:

The print-quality mode and TekColor correction directly control the quality of your prints. The print-quality mode and paper type directly control the print speed. You can change these settings in the printer driver or on the control panel.

Note: Driver settings override the control panel settings.

See also:

Advanced Features Guide at www.xerox.com/office/8500_8550support

Selecting a Print-Quality Mode

Print-quality modes available with the Phaser 8500/8550 printers include:

- Fast Color, Enhanced (All printers)
- Standard, High-Resolution/Photo (Phaser 8550 printers only)

Print-Quality Mode	Type of Print Job
Fast Color	Fastest full-color mode, useful for many images and previewing your work. Rapidly produces review documents; useful for rush jobs. Not recommended for documents containing small text, fine detail, or large areas of bright solid fill.
Standard	General-purpose mode for full-color printing. Produces crisp, bright prints at high speed. Recommended for vibrant, saturated color prints.
Enhanced	Best mode for business presentations. Produces superior text resolution and very smooth light colors. This mode takes longer to process and print than Standard or Fast Color.
High-Resolution/Photo	Highest-quality mode for color prints. Provides the best detail and smoothness for photographic images. Produces highest-quality color prints, with the best text resolution and smoothest light colors. This mode takes longer to process and print than the other modes.

To select the print-quality mode in a supported driver:

Operating System	Steps
Windows 98 SE or Windows Me	1. Select the **Setup** tab. 2. Select a print-quality mode.
Windows 2000, Windows XP, Windows Server 2003, or Windows NT 4.x	1. Select the **Paper/Quality** tab. 2. Select a print-quality mode.
Mac OS 9.x	1. In the **Print** dialog box**,** select **General.** 2. Select **Print Quality** from the drop-down list. 3. Select the desired mode for **Quality**.
Mac OS X, version 10.2 and higher	1. In the **Print** dialog box**,** select **Image Quality** from the drop-down list. 2. Select a print-quality mode from the **Print Quality** drop-down list.

Adjusting Color

The TekColor correction options provide simulations of different color devices. **Automatic** is the default correction for general image processing. See the following table to determine what option you want to use.

TekColor Correction		Description
Automatic		Applies the best color correction to each graphic element: text, artwork, and photographs.
Office Color	**sRGB Display**	Approximates the colors on a computer display.
	sRGB Vivid	Produces brighter, more saturated colors than sRGB Display.
Press Match	**SWOP Press**	Matches Specifications for Web Offset Publications.
	Euroscale	Matches FOGRA glossy paper specification.
	Commercial	Approximates U.S. commercial press target.
	SNAP Press	Matches Specifications for Newsprint Advertising Production.
None		Applies no color correction. Use with other color management tools, such as ICC (International Color Consortium) profiles, ColorSync, or the PANTONE® Color Chart for your printer.
Black and White		Converts all colors to shades of gray.

See also:

www.xerox.com/office/8500_8550infoSMART for information about color matching and ICC profiles

To select the color correction in a supported driver:

Operating System	Steps
Windows 98 SE, Windows Me, Windows 2000, Windows XP, Windows Server 2003, or Windows NT 4.x	**1.** Select the **TekColor** tab. **2.** Select the desired color correction. Some of the color corrections are grouped under **Office Color** or **Press Match**.
Mac OS 9.x	**1.** In the **Print** dialog box, select **General**. **2.** Select **TekColor** from the drop-down list. **3.** Select the desired color correction for **Color**.
Mac OS X, version 10.2 and higher	**1.** In the **Print** dialog box, select **Image Quality** from the drop-down list. **2.** Select the desired color correction from the **Color Correction** drop-down list.

Solving Print-Quality Problems

This section includes:

Smudges or Smears

Problem

Smudges or smears appear on the page.



Solution

To prevent smudges or smears from appearing on the page:

1. Verify that the paper you are using is the correct type for the printer and is properly loaded in the tray. For information on supported paper types and weights, print the Paper Tips page:
   a. On the control panel, select **Information**, and then press the **OK** button.
   b. Select **Information Pages**, and then press the **OK** button.
   c. Select **Paper Tips Page**, and then press the **OK** button.
2. If the problem continues, run cleaning pages through the printer:
   a. On the control panel, select **Troubleshooting**, and then press the **OK** button.
   b. Select **Print Quality Problems**, and then press the **OK** button.
   c. Select **Remove Print Smears**, and then press the **OK** button. The printer cleans the ink from the rollers by running several sheets of paper through the printer. Repeat Step 2 up to three times if the smears continue to appear.

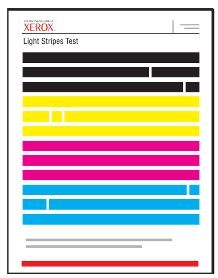
3. If the problem continues:
   a. Open the door on the right side of the printer and remove the maintenance kit.
   b. Wipe the plastic wiper blade with a lint-free cloth.
   c. Replace the maintenance kit and close the door.

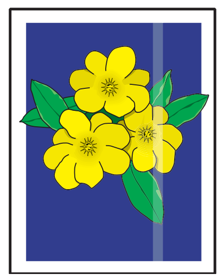
Note: Smudges or smears may appear if you print on side two of pre-printed paper, but do not select 2nd Side as the paper type. Select the **2nd Side** option on the control panel and in the printer driver. See Manual 2-Sided Printing on page 3-26 for more information about 2nd Side printing.

Random Light Stripes

Problem

Light stripes appear randomly on the test page when one or more color bars is missing.





Solution

To prevent random light stripes from appearing on the page:

1. On the control panel, select **Troubleshooting**, and then press the **OK** button.
2. Select **Print Quality Problems**, and then press the **OK** button.
3. Select **Eliminate Light Stripes**, and then press the **OK** button.
   a. Select **Basic**, and then press the **OK** button. Repeat this procedure up to two times to eliminate light stripes.
   b. If the problem continues, select **Advanced**, and then press the **OK** button. Follow the instructions to select the missing jet's color and number. See the Light Stripes Test page to determine the color and jet number of the missing jet.
4. If light stripes continue to appear:
   a. Turn off the printer for at least four hours.
   b. Turn on the printer and, if necessary, repeat the Basic procedure once.

5. If the problem continues, select **Jet Substitution Mode** to substitute a jet for the malfunctioning jet causing the light stripe. The printer has been designed to compensate for a malfunctioning jet. See **Print Quality Problems** on the control panel for more information.

   To select Jet Substitution Mode:

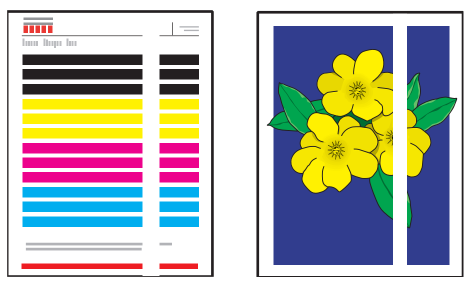
   a. On the control panel, select **Troubleshooting**, and then press the **OK** button.
   b. Select **Print Quality Problems**, and then press the **OK** button.
   c. Select **Eliminate Light Stripes**, and then press the **OK** button.
   d. Select **Jet Substitution Mode**, and then press the **OK** button.
   e. Follow the control panel prompts to select the color and malfunctioning jet number indicated on the Light Stripes Test page.

   For more information about jet substitution, go to www.xerox.com/office/8500_8550infosmart.

Predominate Light Stripes

Problem

Light stripes appear prominently on the test page when all four color bars are missing.



Solution

To prevent predominate light strips from appearing on the page:

1. Open the exit cover:
   a. Remove debris from the paper-exit area.
   b. Raise the lower paper guide and wipe the plastic paper release blade with a lint-free cloth.
2. Close the exit cover.
3. Open the door on the right side of the printer:
   a. Remove the maintenance kit.
   b. Wipe the plastic wiper blade with a lint-free cloth.
   c. Replace the maintenance kit.
   d. Close the door.
4. If the problem continues, follow the steps for Random Light Stripes.

Transparency Images Are Too Light or Too Dark

Problem

Text or graphics printed on transparencies are either too light or too dark.

Solution

1. Verify that **Transparency** is selected in the software application or in the printer driver.
2. On the control panel, verify that the tray containing the transparencies is set to print transparencies:
    a. Select **Paper Tray Setup**, and then press the **OK** button.
    b. Select **Tray 1 Setup** (and then **Tray 1 Paper Type**), **Tray 2 Paper Type**, **Tray 3 Paper Type**, or **Tray 4 Paper Type**, and then press the **OK** button.
    c. Select **Transparency**, and then press the **OK** button.
3. Use only recommended Xerox transparencies. See the *Recommended Media List* at www.xerox.com/office/8500_8550support.
4. Print the Paper Tips page for more information about transparencies:
    a. On the control panel, select **Information**, and then press the **OK** button.
    b. Select **Information Pages**, and then press the **OK** button.
    c. Select **Paper Tips Page**, and then press the **OK** button.

Colors Are Wrong

Problem

The color produced by the printer is wrong or differs from the color that it must match.

Solution

For information about color matching, go to www.xerox.com/office/8500_8550infoSMART.

5 Maintenance

This chapter includes:

See also:

Maintenance video tutorials at www.xerox.com/office/8500_8550support

Replacing supplies video tutorials at www.xerox.com/office/8500_8550support

Maintenance and Cleaning

This section includes:

See also:

User Safety on page A-1

Routine Maintenance

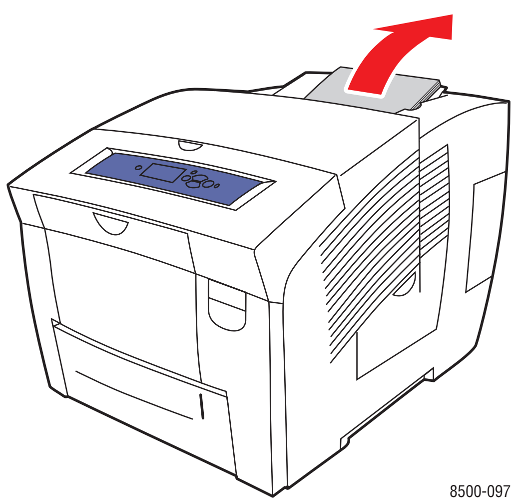
Your system needs little maintenance to keep it producing quality prints. Add ink, empty the waste tray, and replace the maintenance kit when needed to keep your printer functioning properly.

Adding Ink

You can load ink any time the printer is idle, or when the control panel displays the **Ink low** or **Ink out** message.

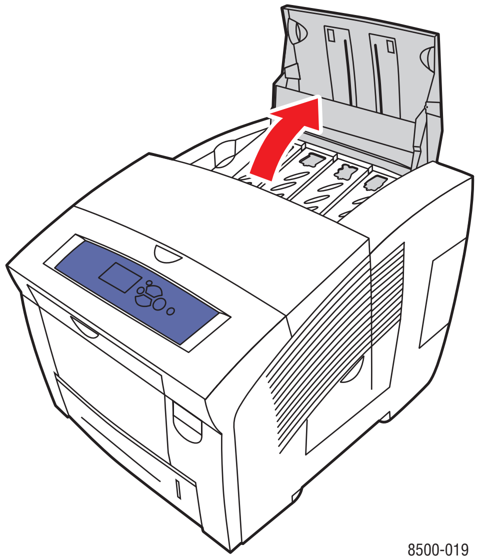
To load ink:

1. Remove paper from the output tray.



8500-097

2. Open the top cover.

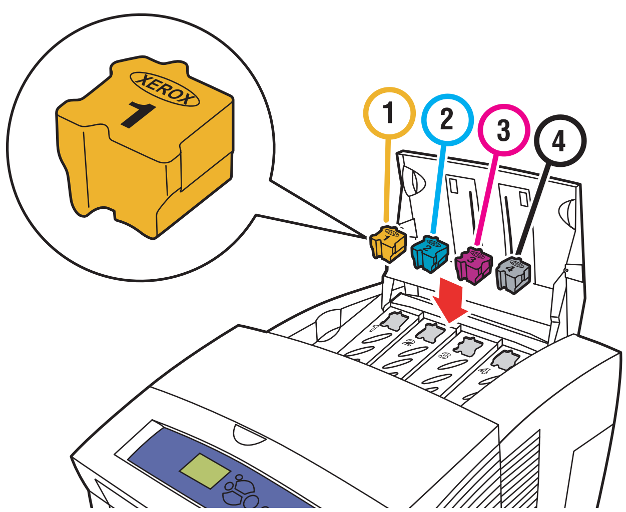


8500-019

3. Locate the ink-loading bin that is low. A label above each bin indicates the color and color number for that bin.

Note: Each ink stick has a number that corresponds to the number on the ink-loading bin.

4. Remove the ink stick from its packaging. Place the ink stick into the opening of the appropriate ink-loading bin. Do not force the ink stick into the ink-loading bin. Each ink stick is uniquely shaped to fit into the correct ink-loading bin.



8500-098

5. Close the top cover. **Warming Up** is displayed on the control panel until the printer is ready for printing.

Note: To minimize ink waste and optimize performance, leave the printer on all the time.

- Keep ink in its packaging until you are ready to use it.
- Identify ink by number and shape, not color.
- To avoid ink jams, never insert broken ink sticks into the ink-loading bins.

To order ink, contact your local reseller or go to www.xerox.com/office/8500_8550supplies.

Caution: Use of ink other than Genuine Xerox Solid Ink 8500/8550 may affect print quality and printer reliability. It is the only ink designed and manufactured under strict quality controls by Xerox for specific use with this printer.

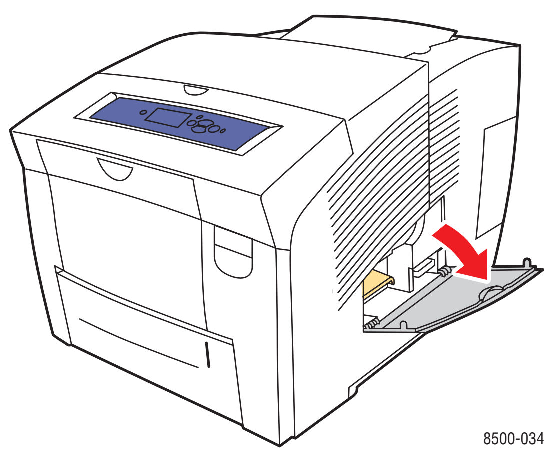
Emptying the Waste Tray

Empty the waste tray when the control panel displays a message stating that the waste tray is full.

> **Warning:** The printer's interior may be hot. Do not touch the hot surfaces!

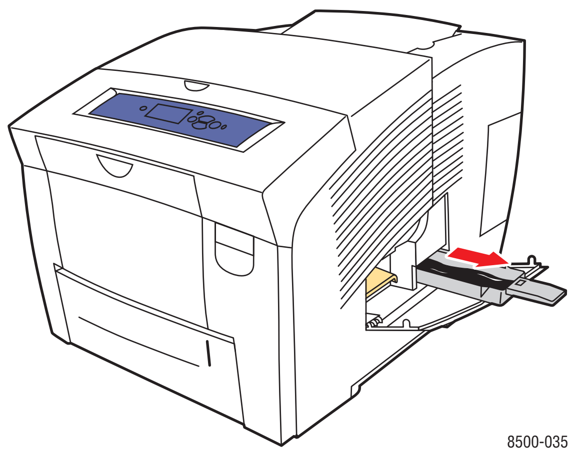
To empty the waste tray:

1. Open the door on the right side of the printer:



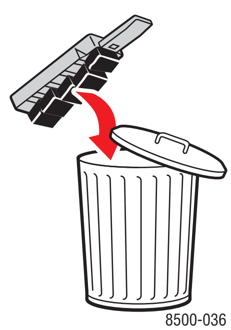
2. Pull the waste tray (labeled **B**) completely out of the printer.

   Warning: The waste tray may be hot; handle it carefully.



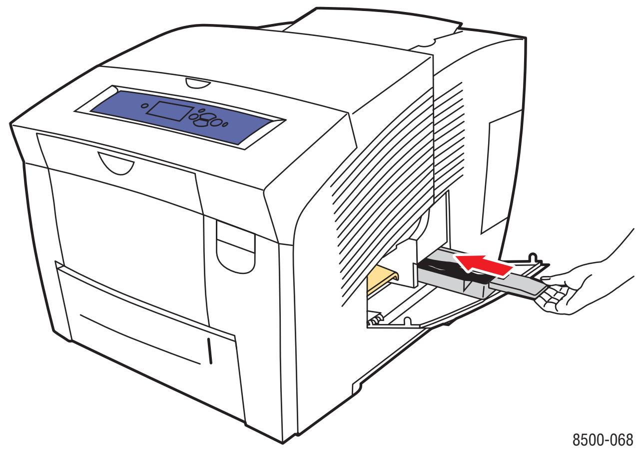
Note: The waste tray may be locked if the printer is in a warm-up cycle or if the ink is cooling following the **Eliminate Light Stripes** troubleshooting routine. If the tray is locked, close the door and wait 15 minutes before repeating Steps 1 and 2.

3. Empty the waste tray in a waste container. The ink is non-toxic and can be discarded as normal office waste.

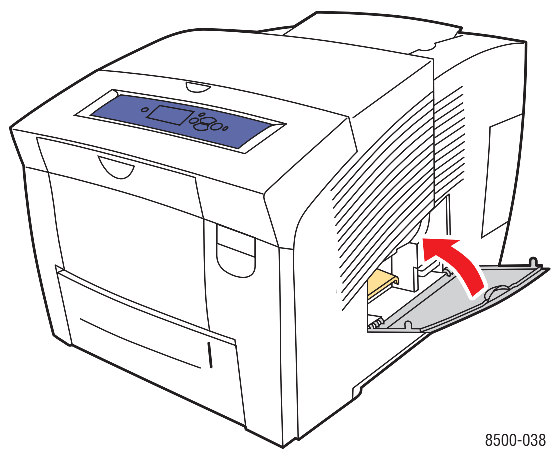


Note: The waste tray must remain out of the printer for more than five seconds or you will continue to receive a **Waste Tray Full** message on the control panel.

4. Insert the waste tray into the printer and push it completely into the waste tray slot.



5. Close the side door.



Caution: Do not attempt to reuse the waste ink in the printer; it can damage the printer. This damage is not covered under the printer warranty.

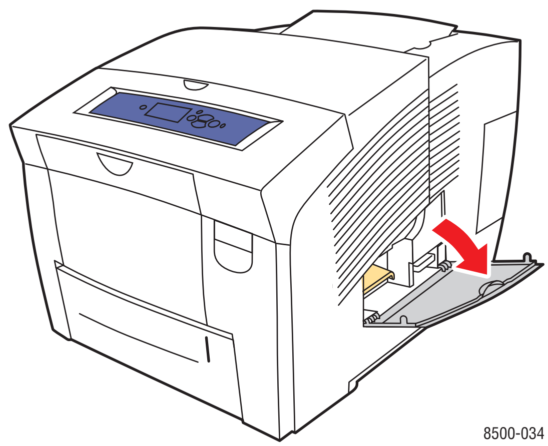
Replacing the Maintenance Kit

The maintenance kit contains a maintenance roller that keeps the surface of the imaging drum clean and oiled.

Note: Order a new maintenance kit when the control panel displays a message that the maintenance kit is low. Replace it when the control panel prompts you to replace the maintenance kit. To order a replacement maintenance kit, contact your local reseller or go to www.xerox.com/office/8500_8550supplies.

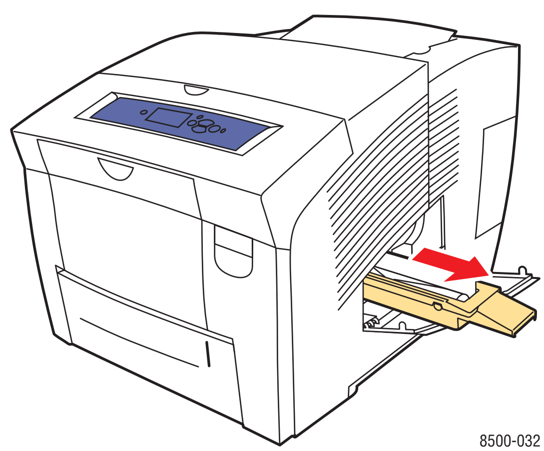
To replace the maintenance kit:

1. Open the door on the right side of the printer.

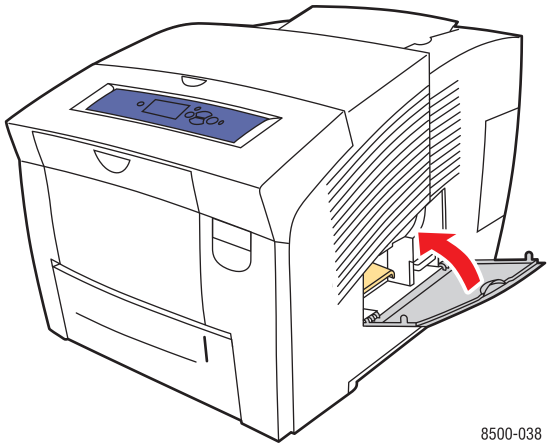


Warning: The printer's interior may be hot. Do not touch the hot surfaces!

2. Remove the maintenance kit (labeled **A)** from the maintenance kit slot.



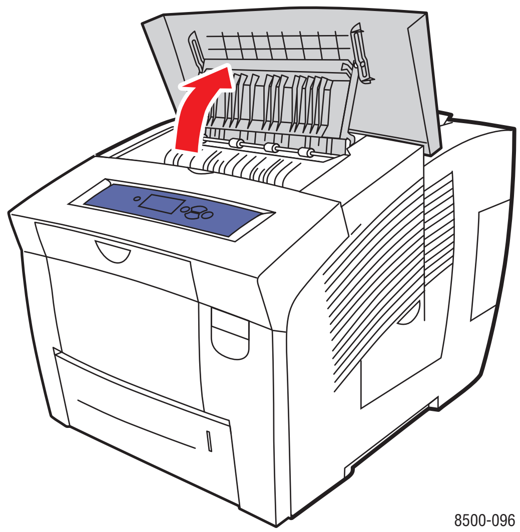
3. Insert the replacement maintenance kit and push it completely into the maintenance kit slot. Follow the illustrated instructions included with the maintenance kit for full installation and disposal information.
4. Close the door.



Cleaning the Paper Release Blade

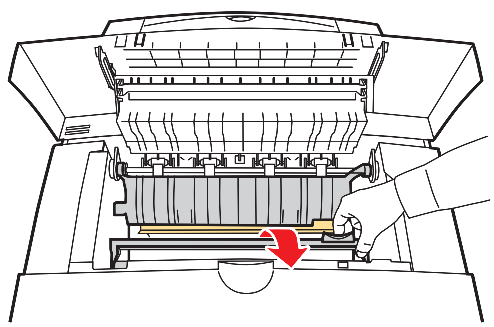
To clean the paper release blade:

1. Open the exit cover.



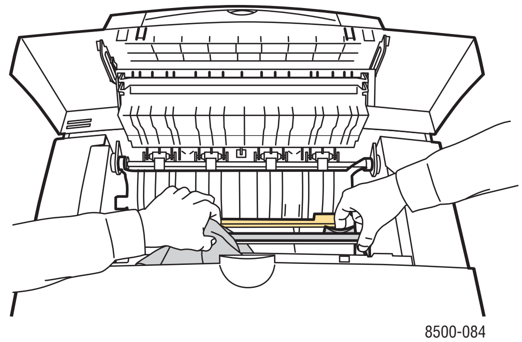
8500-096

2. Lift the lower paper guide toward the front of the printer.

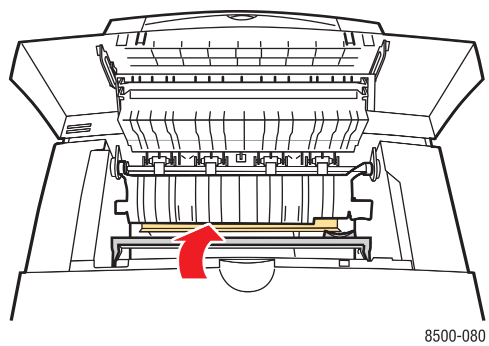


8500-121

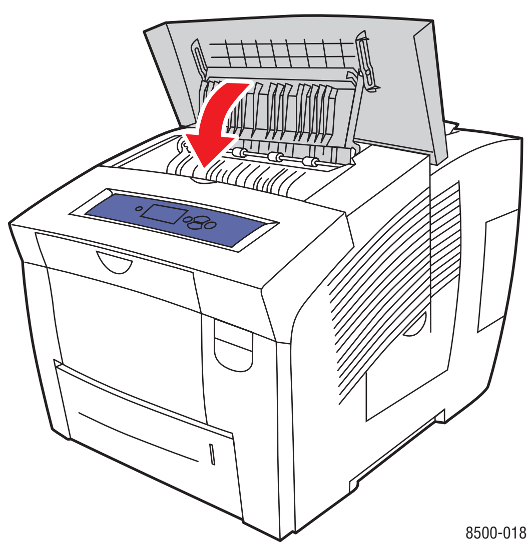
3. Wipe the plastic paper release blade on the lower paper guide with a pre-soaked alcohol cloth (using 90 percent isopropyl alcohol).



4. Lower the paper guide to its original position.



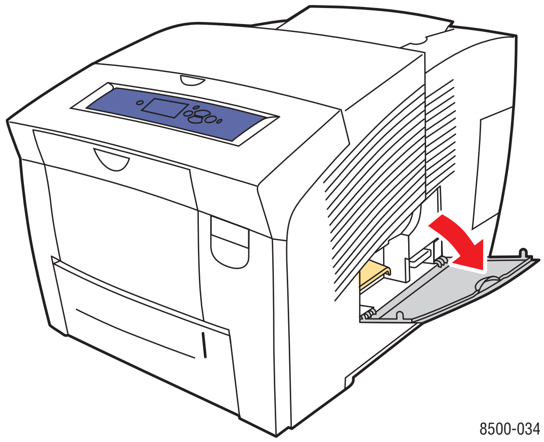
5. Close the exit cover.



Cleaning the Maintenance Kit Wiper Blade

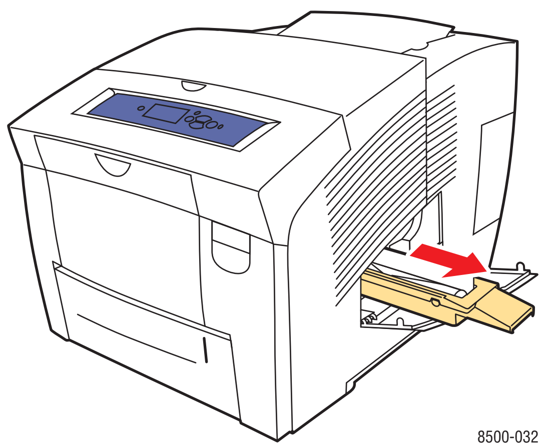
To clean the maintenance kit wiper blade:

1. Open the door on the right side of the printer.



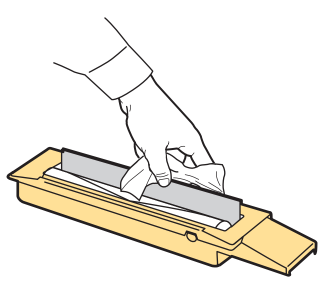
8500-034

2. Remove the maintenance kit (labeled **A**) from the maintenance kit slot.



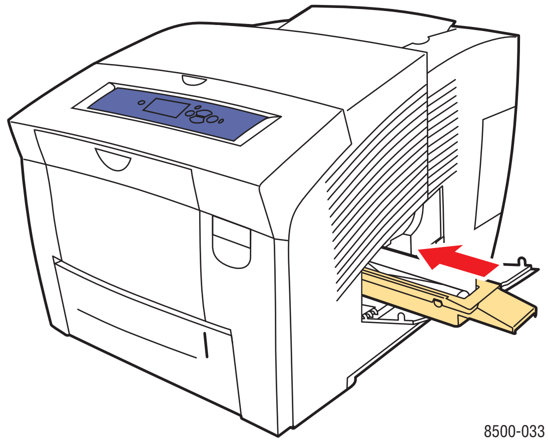
8500-032

3. Use a lint-free cloth to clean the top and upper edges of the flexible plastic wiper blade located next to the roller.

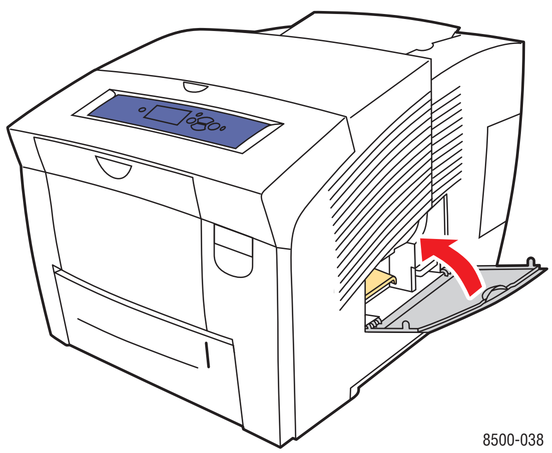


8500-070

4. Insert the maintenance kit and push it completely into the maintenance kit slot.



5. Close the door.



Cleaning the Outside of the Printer

To remove stains, clean the outside of the printer using a soft, damp, cloth moistened with a mild neutral detergent. Do not spray detergent directly onto the printer.

Warning: To prevent electric shock, turn the printer off and unplug the power cord from the electrical outlet before cleaning the printer.

Ordering Supplies

This section includes:

Certain consumables and routine maintenance items need to be ordered occasionally. Each item includes installation instructions in the package.

Consumables

The only consumable for the Phaser 8500/8550 printer is Genuine Xerox Solid Ink 8500/8550 (Cyan, Magenta, Yellow, and Black).

Caution: Use of ink other than Genuine Xerox Solid Ink 8500/8550 may affect print quality and printer reliability. It is the only ink designed and manufactured under strict quality controls by Xerox for specific use with this printer.

To save ink, leave the printer turned on. For more information about minimizing ink usage, go to www.xerox.com/office/8500_8550infosmart.

See also:

Adding Ink on page 5-2

Routine Maintenance Items

Routine maintenance items are printer parts that have a limited life and require periodic replacement. Replacements may be parts or kits. Routine maintenance items are typically customer replaceable.

The maintenance kit is the only routine maintenance item for the Phaser 8500/8550 printer. To order a replacement maintenance kit, contact your local reseller or go to www.xerox.com/office/8500_8550supplies.

Note: The extended-capacity maintenance kit is only available on Phaser 8550 printers.

See also:

Replacing the Maintenance Kit on page 5-7
Cleaning the Paper Release Blade on page 5-9

To view information about the remaining life of the maintenance kit:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Supplies Info**, and then press the **OK** button.
3. Select **Maintenance Kit Life**, and then press the **OK** button.

When to Order Supplies

The control panel displays a warning when the supply nears its replacement time. Verify that you have replacements on hand. It is important to order these supplies when the messages first appear to avoid interruptions to your printing. The control panel displays an error message when the supply must be replaced.

To order supplies, contact your local reseller or go to the Xerox Supplies website at www.xerox.com/office/8500_8550supplies.

Caution: Use of non-Xerox supplies is not recommended. The Xerox Warranty, Service Agreements, and Total Satisfaction Guarantee do not cover damage, malfunction, or degradation of performance caused by use of non-Xerox supplies, or the use of Xerox supplies not specified for this printer. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

Recycling Supplies

For information on Xerox supplies recycling programs, go to www.xerox.com/gwa.

Moving and Repacking the Printer

This section includes:

Caution: Parts of the printer are hot. To avoid personal injury or damage to the printer, allow the ink to solidify. Run the **Shut Down for Moving Printer** procedure on the control panel to cool the printer quickly.

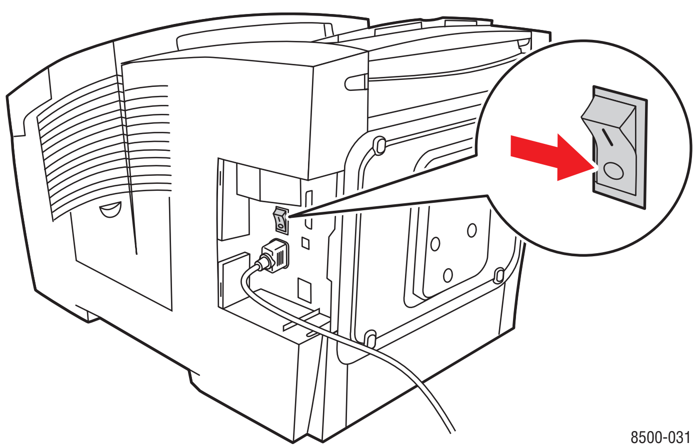
Precautions for Moving the Printer

To view precautions and guidelines for safely moving your printer, see User Safety on page A-1 in this user guide.

Moving the Printer Within the Office

To move the printer within the office:

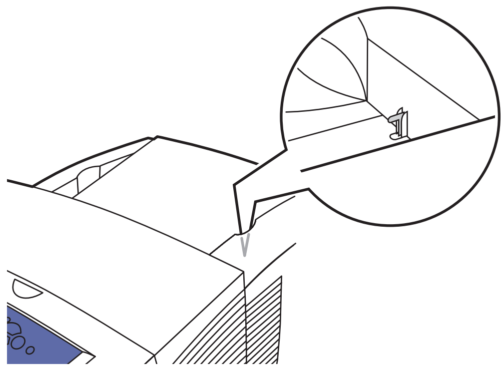
1. Close the printer's door and covers.
2. Turn off the printer using the power switch located under the interface cover on the right side of the printer.



3. Within **10 seconds** after turning off the printer, select **Shut Down for Moving Printer** on the control panel.

   Note: If you receive a **Power Down Error-Head not Parked** message at the control panel, the printer is not ready to be moved. If the printhead is not locked, the printer can be damaged during shipment.

4. Verify that the flag in the exit tray is in the raised position. When the flag is raised, the printhead is locked.

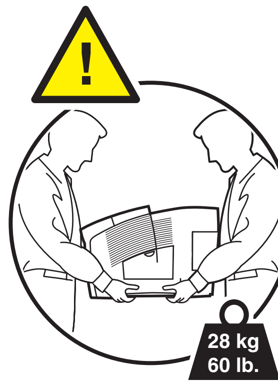


8500-099

5. Wait for the printer to complete the cool-down period for the ink to solidify. The fan shuts down when it is cool enough to move.

   Caution: If you turn off the printer but do not select **Shut Down for Moving Printer** on the control panel, the fan does not run, so you must wait longer for the ink to solidify. Wait at least **30 minutes** for the printer to cool completely before moving or packing it.

6. Unplug the printer after the cool-down cycle is complete.
7. Use the hand holds on each side of the printer to lift it. Move the printer separately from the 525-Sheet Feeder.



Preparing the Printer for Shipment

Before shipping the printer:

1. Remove the maintenance kit and waste tray. See Removing the Maintenance Kit and Waste Tray on page 5-19.
2. Turn off the printer. See Turning Off the Printer on page 5-21.
3. Pack the printer. See Packing the Printer on page 5-22.

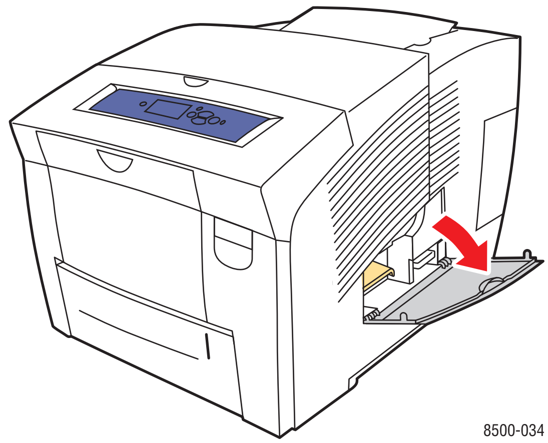
Repack the printer using the original packing material and boxes or a Xerox repackaging kit. Additional instructions for repacking the printer are provided in the repackaging kit. If you do not have all the original packaging, or are unable to repackage the printer, contact your local Xerox service representative.

Caution: Damage to the printer resulting from improper moving or failure to repackage the printer properly for shipment, is not covered by the warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

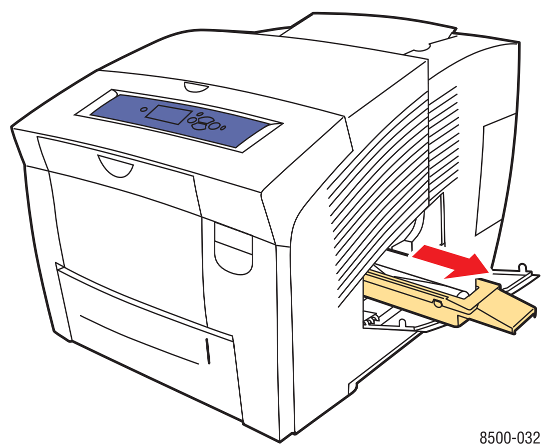
Removing the Maintenance Kit and Waste Tray

Before turning off the printer, remove the maintenance kit and waste tray:

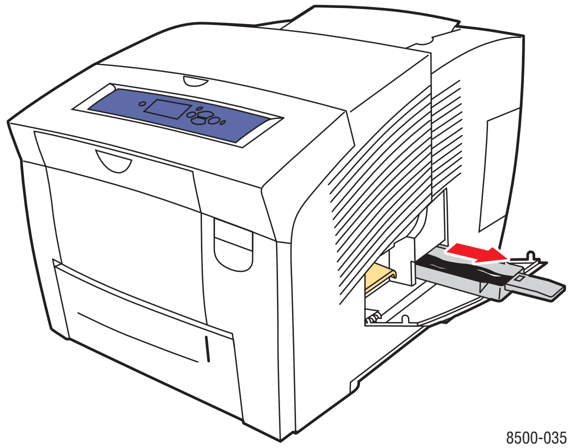
1. Open the door on the right side of the printer.



2. Remove the maintenance kit (labeled **A**) and place it in a plastic bag for storage.

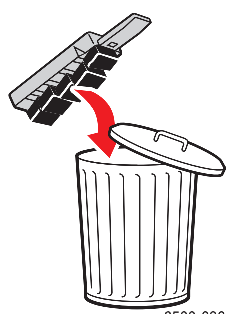


3. Remove the waste tray (labeled **B**) from the waste tray slot.



Warning: The waste tray may be hot; handle it carefully.

4. Empty the waste, and then place the tray in a plastic bag for storage.



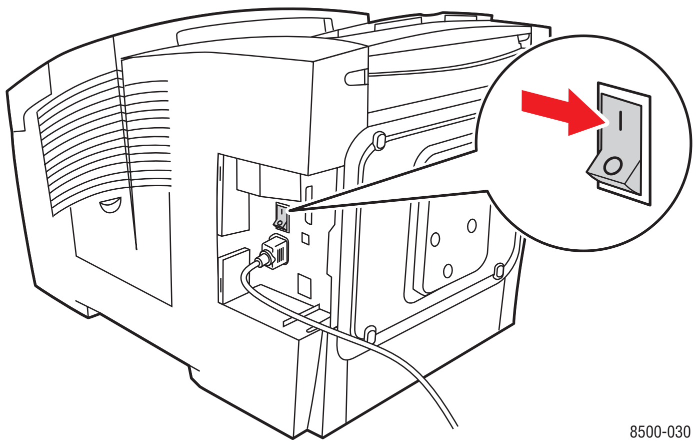
Caution: Shipping the printer with the maintenance kit and waste tray installed can damage the printer.

5. Close the printer’s door and covers.

Turning Off the Printer

To turn off the printer:

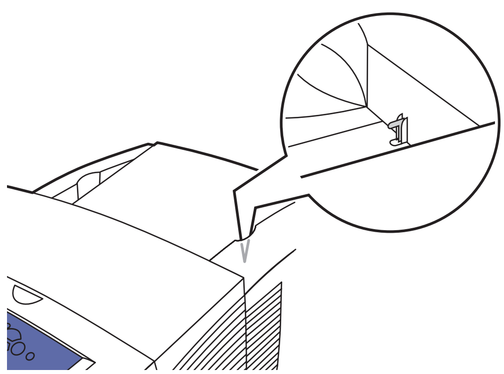
1. Press the power switch located under the interface cover on the right side of the printer to turn it off.



2. Within **10 seconds** after turning off the printer, select **Shut Down for Moving Printer** on the control panel.

   Caution: If you receive a **Power Down Error-Head not Parked** message at the control panel, the printer is not ready to be moved. If the printhead is not locked, the printer can be damaged during shipment.

3. Verify that the flag in the exit tray is in the raised position. When the flag is raised, the printhead is locked.



4. Wait for the printer to complete the cool-down period for the ink to solidify. The printer shuts down when it is cool enough to move.
5. Unplug the printer after the cool-down cycle is complete.

Packing the Printer

To pack the printer:

1. Use the hand holds on each side of the printer to lift it. Move the printer separately from the 525-Sheet Feeder.



2. Use the original packing material and box, or a Xerox repackaging kit, to repack the printer. Do not ship the maintenance kit or waste tray with the printer.

Caution: Damage to the printer resulting from improper moving or failure to repackage the printer properly for shipment, is not covered by the warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

6 Troubleshooting

This chapter includes:

See also:

Troubleshooting video tutorials at www.xerox.com/office/8500_8550support

Print Quality on page 4-1

Clearing Paper Jams

This section includes:

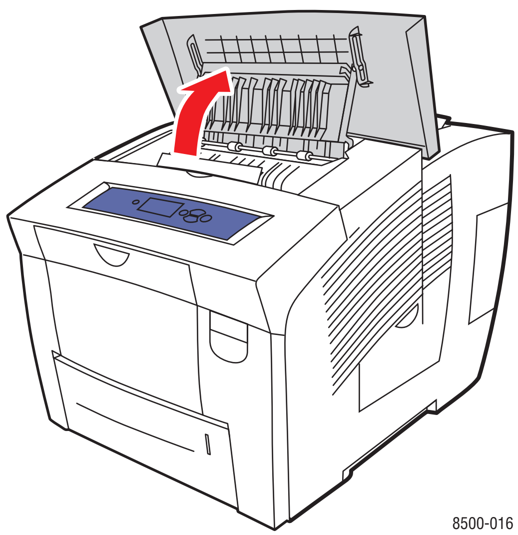
See also:

User Safety on page A-1

Jam at the Exit

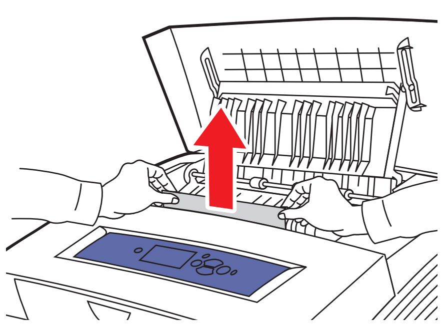
To clear a jam at the exit:

1. Open the exit cover.



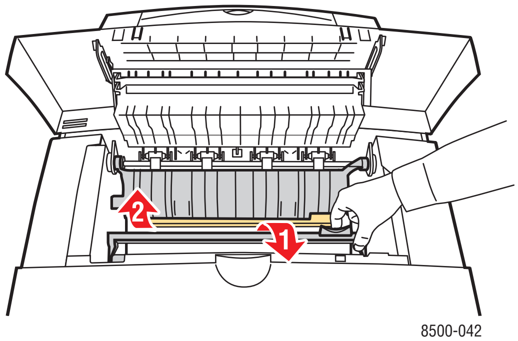
8500-016

2. Pull the jammed paper slowly out of the printer. Confirm that any torn pieces of paper are removed.

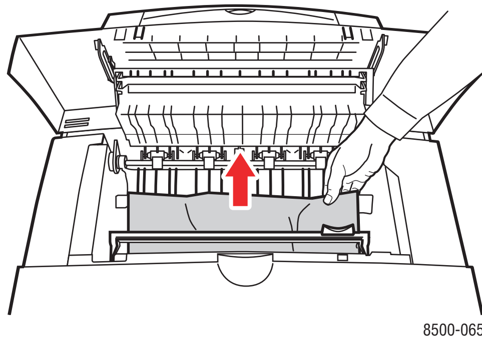


8500-017

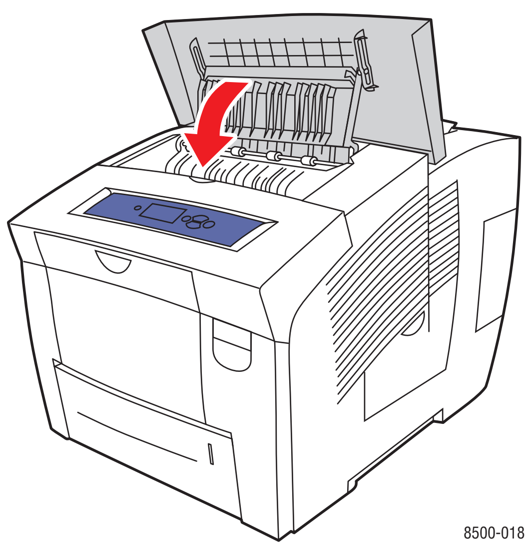
3. If you did not find paper in Step 2, lift the paper guides.



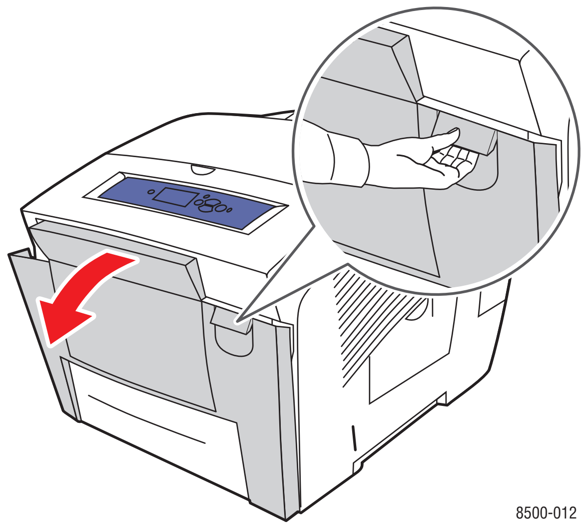
4. Remove any jammed paper.



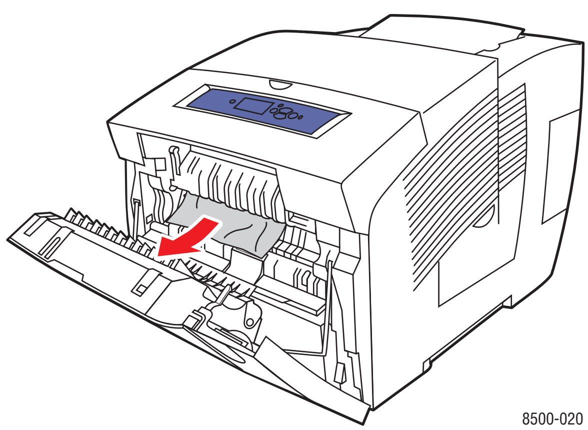
5. Close the exit cover.



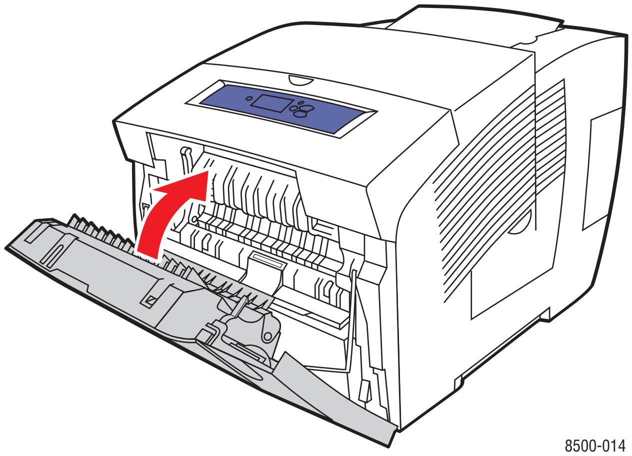
6. If you did not find paper in the previous steps, follow these steps:
   a. Pull up the latch on the front of the printer to open the front cover.



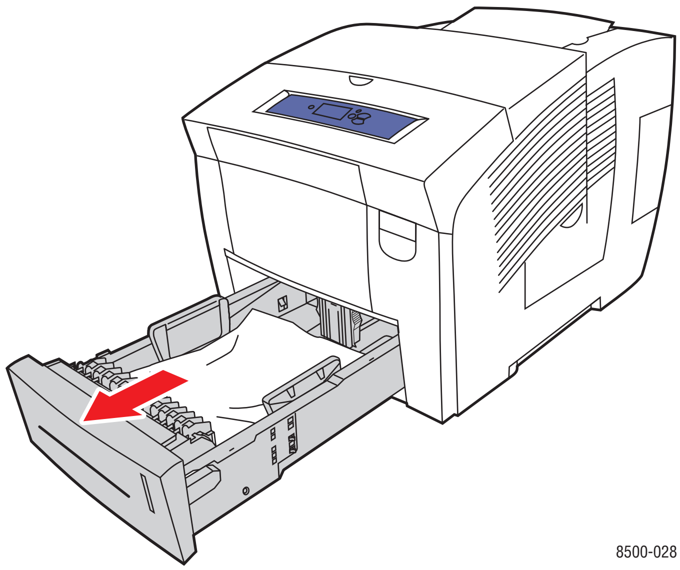
   b. Pull the jammed paper slowly out of the printer. Confirm that any torn pieces of paper are removed.



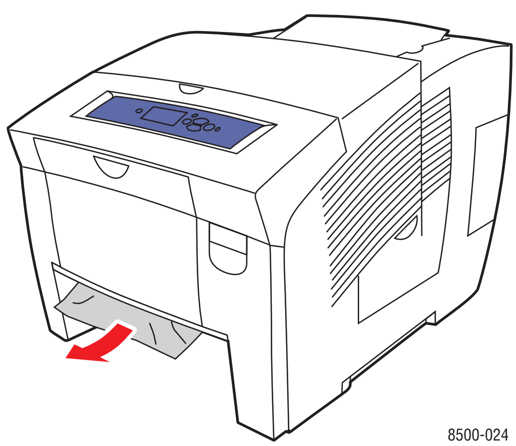
c. Close the front cover.



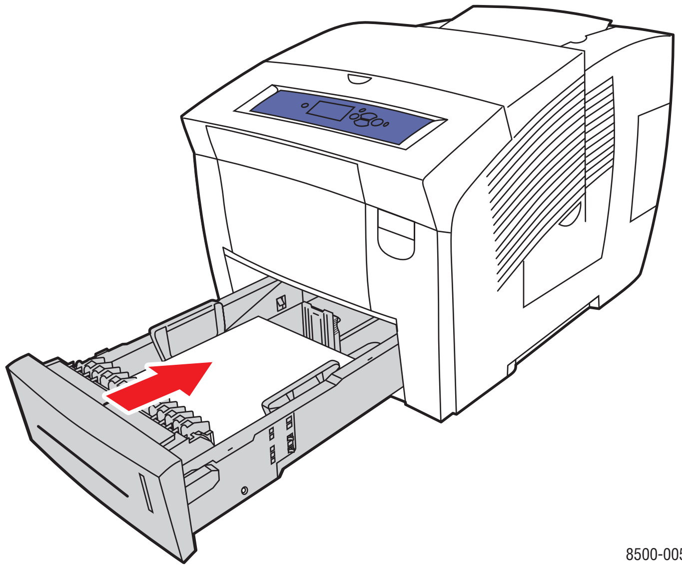
7. If you did not find jammed paper in the previous steps, follow these steps:
   a. Pull all the trays completely out of the printer.



   b. Remove any jammed paper from inside the tray slot. Confirm that any torn pieces of paper are removed.



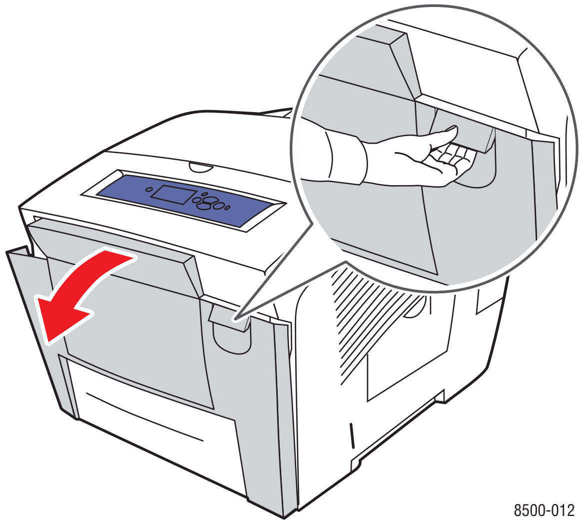
c. Replace all trays and push each one completely into the printer.



Jam at the Front Cover

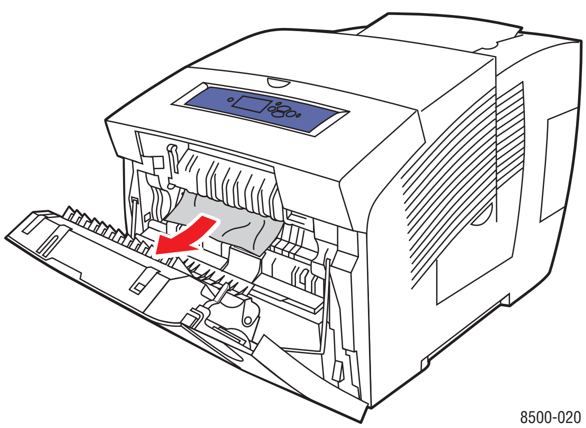
To clear a jam at the front cover:

1. Pull up the latch on the front of the printer to open the front cover.



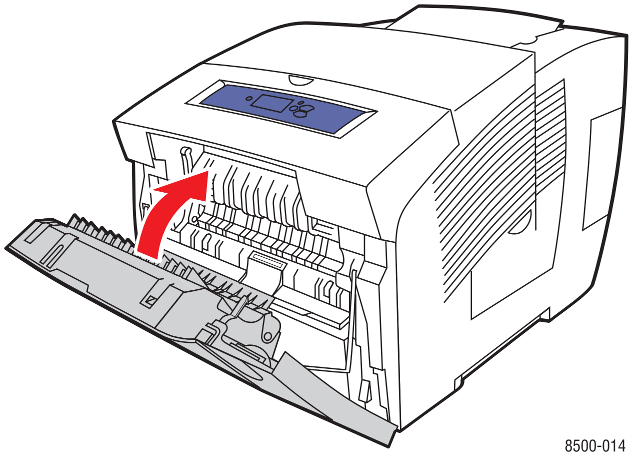
8500-012

2. Pull the jammed paper slowly out of the printer. Confirm that any torn pieces of paper are removed.

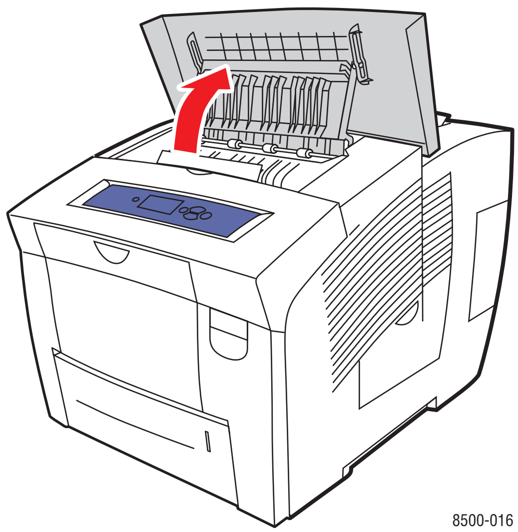


8500-020

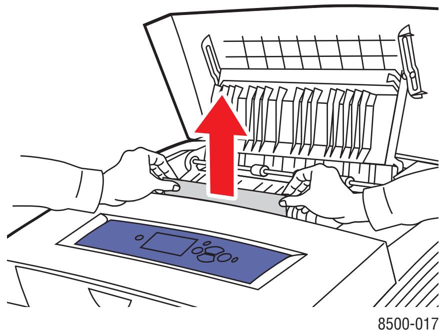
3. Close the front cover.



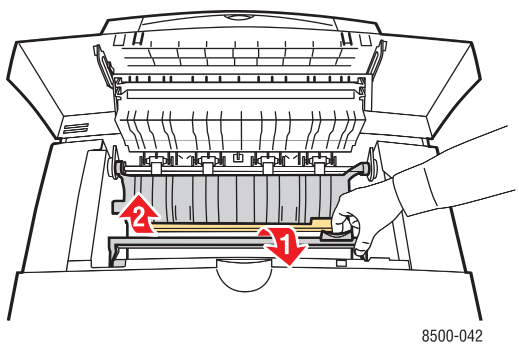
4. If you did not find paper in the previous steps, follow these steps:
   a. Open the exit cover.



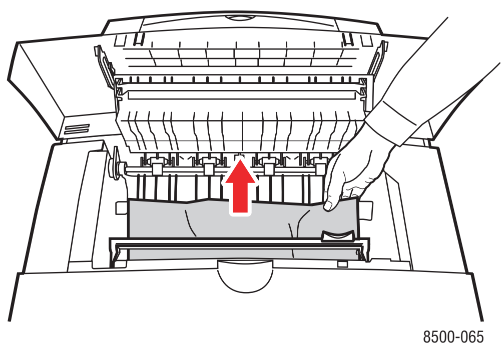
b. Pull the jammed paper slowly out of the printer. Confirm that any torn pieces of paper are removed.



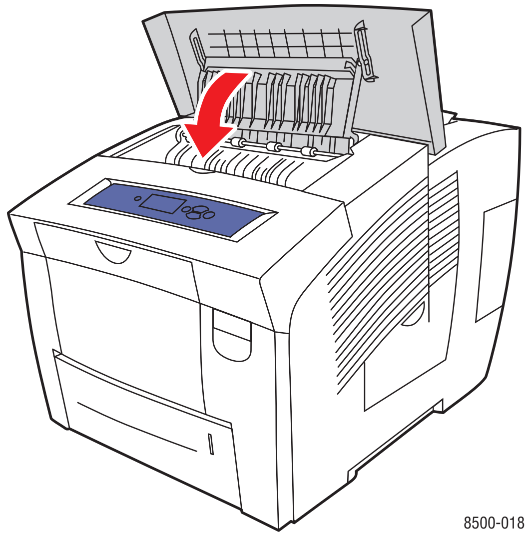
c. Lift the paper guides.



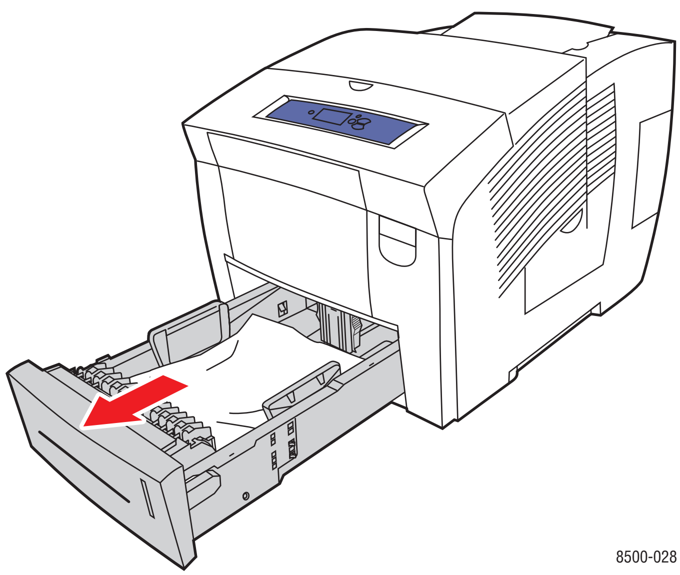
d. Remove jammed paper.



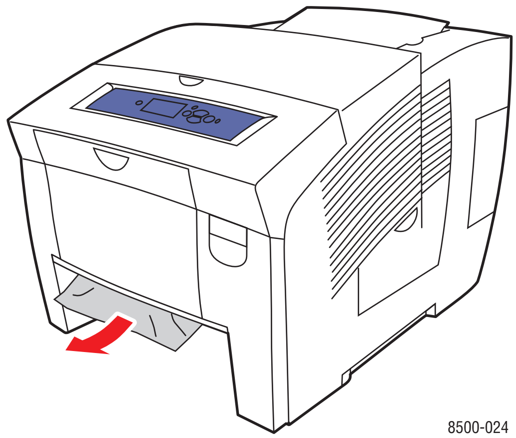
e. Close the exit cover.



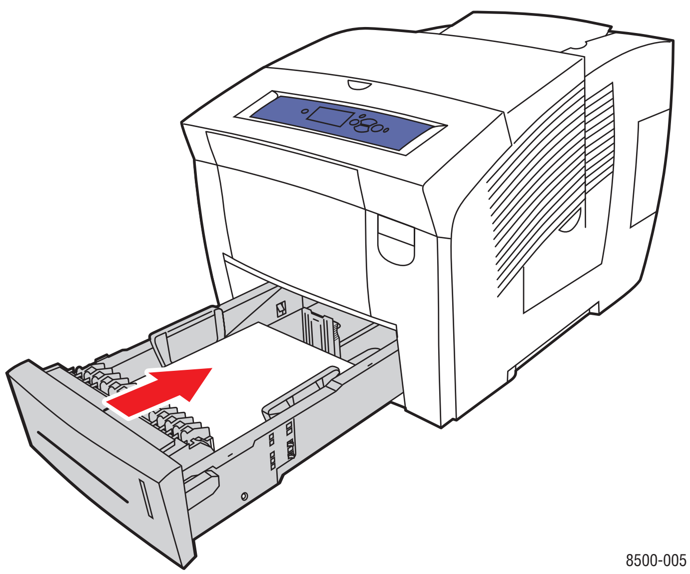
5. If you did not find jammed paper in the previous steps, follow these steps:
   a. Pull all the trays completely out of the printer.



b. Remove any jammed paper from inside the tray slot. Confirm that any torn pieces of paper are removed.



c. Replace all trays and push each one completely into the printer.

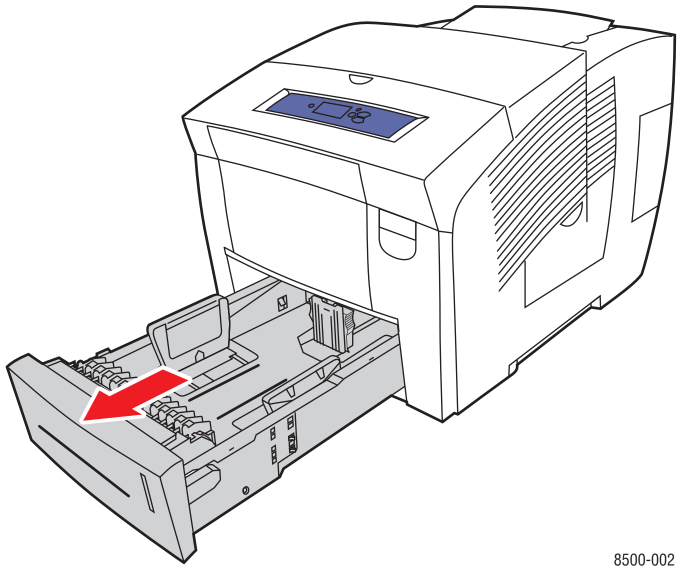


Note: Use only the approved paper type, weight, and size for this tray. Print custom size paper from Tray 1 only.

Jam at the Trays

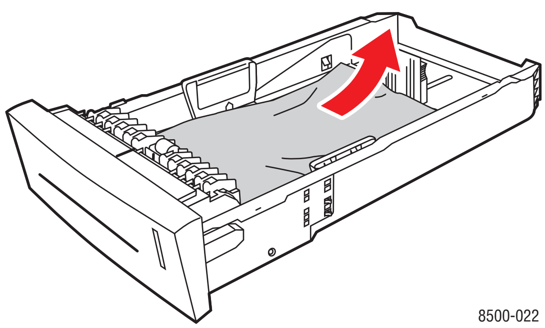
To clear a jam from the tray specified on the control panel:

1. Pull the tray specified on the control panel completely out of the printer.



8500-002

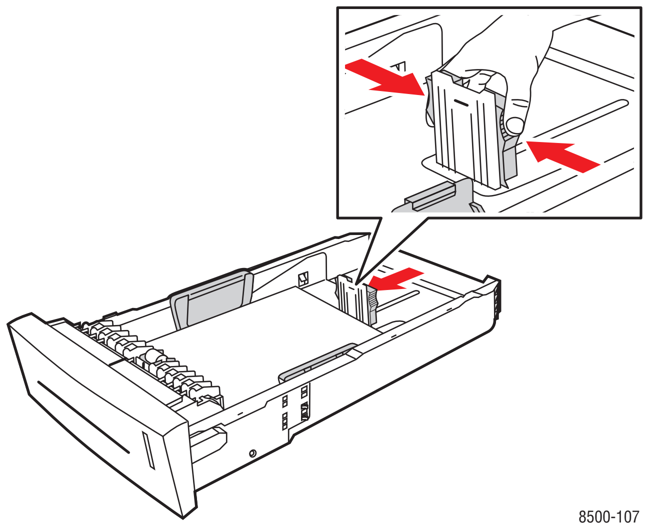
2. Remove the top sheet from the tray.



8500-022

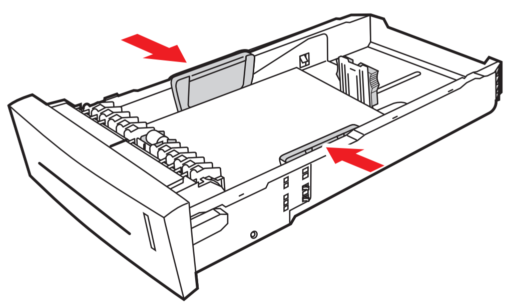
3. Verify that the paper is loaded correctly in the tray. Adjust the length and width tray guides:

   a. **Length guide**: Press the sides, then slide the guide until the arrow on the guide points to the appropriate paper size imprinted on the bottom of the tray. When properly positioned, the guide clicks into place.



8500-107

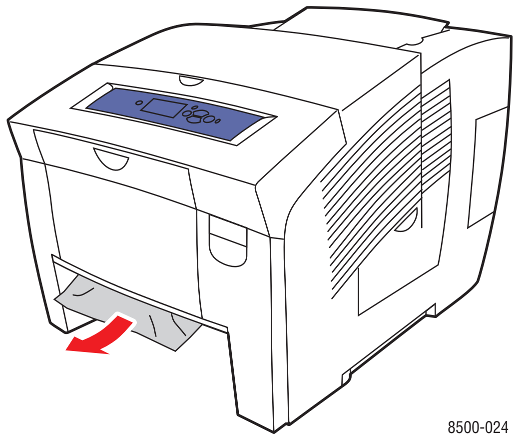
   b. **Width guides**: Slide the width guides until the arrows on the guides point to the appropriate paper size labeled on the bottom of the tray. When properly positioned, the guides click into place.



8500-108

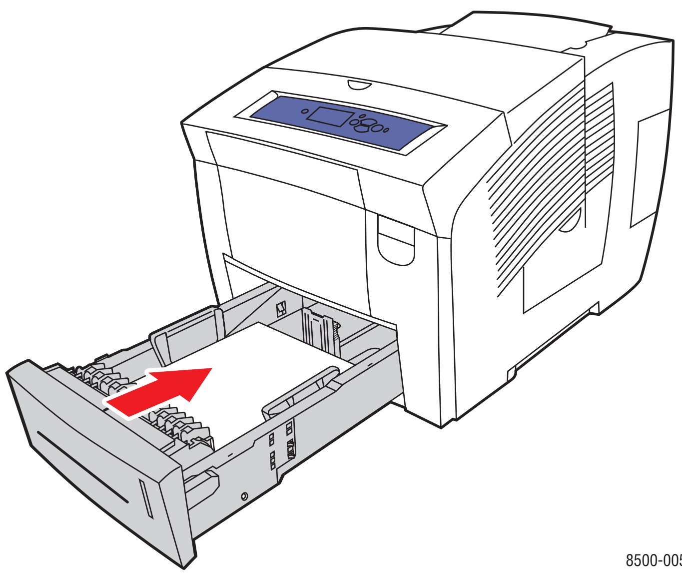
Note: When the paper guides are correctly adjusted, there may be a small space between the paper and the guides.

4. Remove jammed paper inside the tray slot. Confirm that any torn pieces of paper are removed.



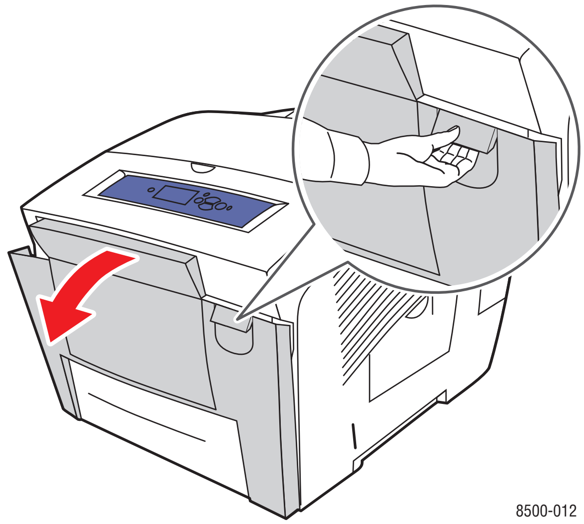
8500-024

5. Insert the tray into the tray slot and push it completely into the printer.

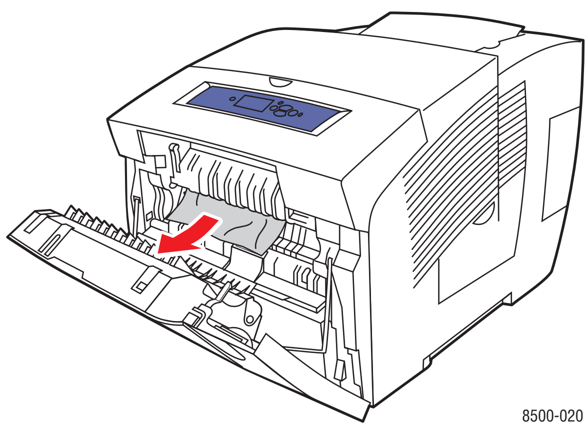


8500-005

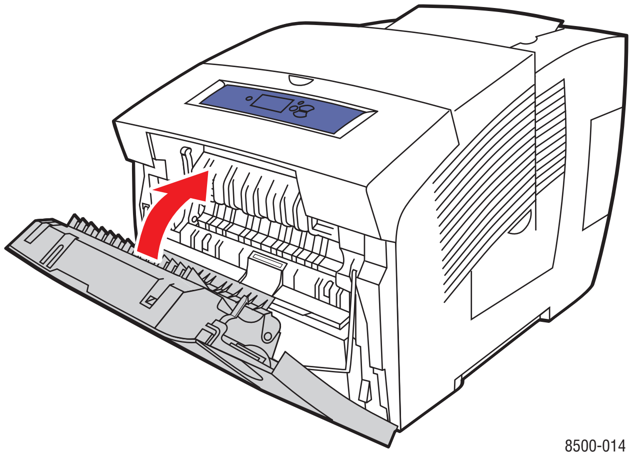
6. If you did not find jammed paper in the previous steps, follow these steps:
   a. Pull up the latch on the front of the printer to open the front cover.



   b. Pull the jammed paper slowly out of the printer. Confirm that any torn pieces of paper are removed.



c. Close the front cover.



8500-014

Note: Use only the approved paper type, weight, and size for this tray. Print custom size paper from Tray 1 only.

Getting Help

This section includes:

Xerox provides several automatic diagnostic tools to help you produce and maintain print quality.

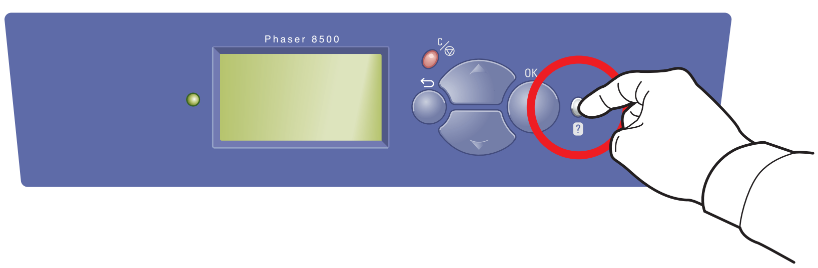
See also:

Xerox Support Centre on page 1-11

Control Panel Messages

The control panel provides you with information and troubleshooting help. When an error or warning condition occurs, the control panel displays a message informing you of the problem. In many cases, the control panel also displays an animated graphic showing the location of the problem, such as the location of a paper jam.

Press the **Help** button on the control panel to view additional information about the message or menu displayed. The **Help** button is labeled with a **?** symbol.



8500-105

PrintingScout Alerts

PrintingScout is a tool that is installed with your Xerox printer driver. It automatically checks the printer status when you send a print job. If the printer is unable to print your job, PrintingScout automatically displays an alert on your computer screen to let you know that the printer needs attention. Click the alert to view instructions explaining how to fix the problem.

PhaserSMART Technical Support

PhaserSMART Technical Support is an automated, internet-based support system that uses your default web browser to send diagnostic information from your printer to the Xerox website for analysis. PhaserSMART Technical Support examines the information, diagnoses the problem, and proposes a solution. If the problem is not resolved with the solution, PhaserSMART Technical Support assists you in opening a Service Request with Xerox Customer Support.

To access PhaserSMART Technical Support:

1. Open your browser and go to www.phaserSMART.com.
2. Enter your printer's IP address in the browser window.
3. Follow the instructions on the screen.

Web Links

Xerox provides several websites that offer additional help on your Phaser 8500/8550 printer. A set of Xerox links is installed in your web browser's **Favorites** folder when you install the Xerox printer drivers on your computer. The **Troubleshooting** tab in your Windows printer driver also includes useful links. Use the following websites to obtain more information.

Resource	Link
PhaserSMART Technical Support automatically diagnoses problems on your networked printer and proposes solutions:	www.phasersmart.com
infoSMART Knowledge Base (used by Xerox Customer Support staff) offers solutions for issues, such as error codes, print quality, paper jams, software installation, networking, and more:	www.xerox.com/office/8500_8550infoSMART
Technical support information for your printer including online Technical Support, driver downloads, documentation, video tutorials, and much more:	www.xerox.com/office/8500_8550support
Supplies for your printer:	www.xerox.com/office/8500_8550supplies
A resource for tools and information, such as interactive tutorials, printing templates, helpful tips, and customized features to meet your individual needs:	www.colorconnection.xerox.com
Local sales and support center:	www.xerox.com/office/contacts
Printer registration:	www.xerox.com/office/register
Material Safety Data Sheets (English only) identify materials, and provide information on safely handling and storing hazardous materials:	www.xerox.com/office/msds
Information about recycling supplies:	www.xerox.com/gwa

A User Safety

Your printer and the recommended supplies have been designed and tested to meet strict safety requirements. Attention to the following information ensures the continued safe operation of your printer.

Electrical Safety

- Use the power cord supplied with your printer.
- Plug the power cord directly into a properly grounded electrical outlet. Make sure each end of the cord is securely connected. If you do not know if an outlet is grounded, ask an electrician to check the outlet.
- Do not use a ground adapter plug to connect the printer to an electrical outlet that does not have a ground connection terminal.
- Do not use an extension cord or power strip.
- Verify that the printer is plugged into an outlet that is capable of providing the correct voltage and power. Review the printer's electrical specification with an electrician if necessary.

Warning: Avoid the potential of electrical shock by ensuring that the printer is properly grounded. Electrical products may be hazardous if misused.

- Do not place the printer in an area where people might step on the power cord.
- Do not place objects on the power cord.
- Do not block the ventilation openings. These openings are provided to prevent overheating of the printer.
- Do not drop paper clips or staples into the printer.

Warning: Do not push objects into slots or openings on the printer. Making contact with a voltage point or shorting out a part could result in fire or electrical shock.

If you notice unusual noises or odors:

1. Turn off the printer immediately.
2. Disconnect the power cord from the electrical outlet.
3. Call an authorized service representative to correct the problem.

The power cord is attached to the printer as a plug-in device at the back of the printer. If it is necessary to disconnect all electrical power from the printer, disconnect the power cord from the electrical outlet.

Warning: Do not remove the covers or guards that are fastened with screws unless you are installing optional equipment and are specifically instructed to do so. Power should be **OFF** when performing these installations. Disconnect the power cord when removing covers and guards for installing optional equipment. Except for user-installable options, there are no parts that you can maintain or service behind these covers.

Note: Leave the printer on for optimum performance; it does not pose a safety hazard.

The following are hazards to your safety:

- The power cord is damaged or frayed.
- Liquid is spilled into the printer.
- The printer is exposed to water.

If any of these conditions occur, do the following:

1. Turn off the printer immediately.
2. Disconnect the power cord from the electrical outlet.
3. Call an authorized service representative.

Maintenance Safety

- Do not attempt any maintenance procedure that is not specifically described in the documentation supplied with your printer.
- Do not use aerosol cleaners. The use of supplies that are not approved may cause poor performance and could create a hazardous condition.
- Do not burn any consumables or routine maintenance items. For information on Xerox supplies recycling programs, go to www.xerox.com/gwa.

Operational Safety

Your printer and supplies were designed and tested to meet strict safety requirements. These include safety agency examination, approval, and compliance with established environmental standards.

Your attention to the following safety guidelines helps to ensure the continued, safe operation of your printer.

Printer Location

- Place the printer in a dust-free area within a temperature range of 50° F to 90° F (10° C to 32° C) and a relative humidity range of 10 percent to 80 percent.
- Place the printer in an area where there is adequate space for ventilation, operation, and servicing.
- Do not place the printer on a carpeted floor. Airborne carpet fibers can be pulled into the printer and cause print-quality problems.
- Do not place the printer near a heat source.
- Do not place the printer in direct sunlight to avoid exposure to light-sensitive components.
- Do not place the printer where it is directly exposed to the cold air flow from an air conditioning system.

Printer Clearance

The recommended minimal spacing is:

- 20.00 cm (7.5 in.) above
- 10.16 cm (4.0 in.) behind
- 10.16 cm (4.0 in.) left side
- 40.00 cm (15.5 in.) right side to allow access to the maintenance kit and waste tray

Operational Guidelines

- Do not block or cover the slots and openings on the printer. The printer can overheat without adequate ventilation.
- Use the printer at elevations below 2,438 m (8,000ft.).
- Place the printer on a level, solid, non-vibrating surface with adequate strength to hold the weight of the printer. The base printer weight, without any packaging materials, is approximately 28 kg (60 lb.). The printer should be within 2° horizontal with all four feet in solid contact with the surface.

Printing Safety Guidelines

- Keep hands, hair, neckties, etc., away from the exit and feed rollers.
- Do not remove the paper source tray that you selected in either the printer driver or control panel.
- Do not open the doors when the printer is printing.
- Do not move the printer when it is printing.

Printer Supplies

- Use the supplies specifically designed for your printer. The use of unsuitable materials may cause poor performance and a possible safety hazard.
- Follow all warnings and instructions marked on, or supplied with, the printer, options, and supplies.

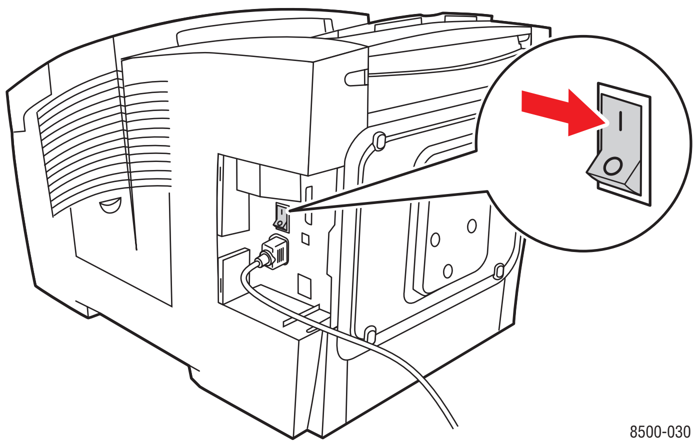
Moving the Printer

Follow these guidelines to avoid injuring yourself or damaging the printer:

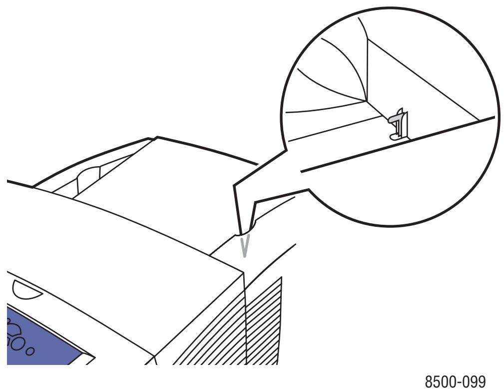
- Keep the printer level. Tilting the printer can cause the ink to spill inside.
- Use the **Shut Down for Moving Printer** mode on the control panel for best results.
- Always allow the printer to cool before it is moved to avoid ink spills that can damage the printer.

  Warning: Parts of the printer may be hot. To avid personal injury or damage to the printer, allow **30** minutes for it to cool down before moving or packing the printer. This allows the ink to solidify.

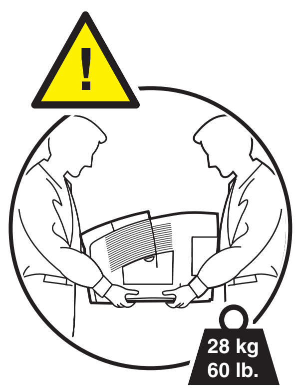
- Always turn off the printer using the power switch, located under the interface cover on the right side of the printer. Unplug all cables and cords. Never turn off the printer by pulling the power cord or using a power-strip with an on/off switch.



- Never move the printer if you receive a **Power Down Error-Head not Parked** message on the control panel. The printer is not ready to be moved. If the printhead is not locked, the printer can be damaged during shipment.
- Verify that the printhead is locked. When the green flag in the exit tray is in the raised position, the printhead is locked.



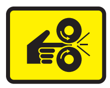
- Always move the printer separately from the lower tray assembly.
- Always use two people to lift the printer.



- Do not place any food or liquids on the printer.

Caution: Damage to the printer resulting from improper moving or failure to repackage the printer properly for shipment, is not covered by the warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

Symbols Marked on Product

	Use caution (or draws attention to a particular component). See the manual(s) for information.
	Avoid pinching fingers in the printer. Use caution to avoid personal injury.
 	Hot surface on or in the printer. Use caution to avoid personal injury.
	Do not touch.

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